

Welcome to the Operating Room at Penn State Hershey Children's Hospital



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Welcome to



Thank you for choosing Penn State Hershey Children's Hospital for your child's surgery.

Surgeries for our pediatric patients are performed in two locations: in the Children's Hospital and the Main Hospital. We will let you know which location to report to once you have registered with admissions. We understand that surgery can be a stressful experience for the entire family, so we want you to know that your child is in the best hands' in both locations. To help you and your child prepare for the surgery day, we have developed a guide to help you understand what to expect while you are with us. This information was compiled in partnership with Penn State Hershey Children's Hospital staff members, as well as family members who have also had children experience surgery with us. We are here to support you throughout the entire process. If you have any questions, please let us know.

At Penn State Hershey Children's Hospital, family-centered care is our culture. We believe families are an extension of the patient and partners in their care, so we encourage our families to be with their children as much as possible.

BEFORE SURGERY DAY

- It's important to help prepare your child for surgery. Please read "How to Prepare Your Child for Surgery" in this booklet on page 5.
- Stock-up on the following items at home:
 - Soup
 - Popsicles®
 - Clear drinks, such as apple juice, Gatorade® or Kool-Aid®
 - Aspirin-free pain relief medication, such as Tylenol®
- Because the day of surgery can be a long one, please make arrangements for the care of your other children so you can focus on your child who is having surgery.

What to Expect

DAY OF SURGERY

The day of surgery consider the following items:

- Dress your child in sweats or pajamas
- Bring all information and items listed below:
 - Your child's medication list
 - Your child's insurance information
 - A special comfort item for your child
- Items to pass the time while your child is in surgery.

Once you arrive at Penn State Hershey Children's Hospital, you and your child will go to the Penn State Hershey Admissions desk, and you will receive a blue band, as the parent or caregiver. (All other family members and visitors need to check-in at the Information Desk in the Children's Hospital lobby for a visitor sticker.)

After your child's admission is complete, you are directed to the surgical suite, where you check in with the receptionist and are escorted to a preoperative room. Once there, the following steps are completed before surgery:

- Meet with a preoperative nurse
- Child's vital signs (including temperature, blood pressure, etc.) are checked and documented
- Meet the anesthesia team
 - This is an important meeting and a great opportunity for you to ask any questions you might have about your child staying asleep and comfortable during surgery. The team is happy to discuss anesthesia methods based upon your child's specific needs and to answer any questions or concerns about the process. Please speak-up; the anesthesia team wants to partner with you to ensure a safe and comfortable experience for you and your child. They will answer any questions to assure your comfort with the upcoming procedure.
- Play! Waiting can be difficult; here are a few options to help distract your child:
 - GetWellNetwork: in-room TV service that offers TV shows, movies, music, and games on-demand.
 - Playroom: Pediatric patients who are getting ready for surgery can go to the playroom to work on activities, to play with toys or the Wii game system, and to interact with other patients.

DURING SURGERY

Once your child is taken to the operating room, you are directed to the Children's Hospital Surgical Waiting Area.

- Coffee and snacks are offered while you wait.
- Parent pagers: Check-in with the receptionist in the Children's Hospital Surgical Waiting Area to receive your own parent pager to stay updated on your child's surgical progress. A member of the operating room staff sends text message updates throughout your child's surgery to keep you informed.
*Endoscopy and pulmonary patients do not receive pagers due to the short procedure time.
- Surgeon conversations: Following your child's surgery, doctors typically come to the Surgical Waiting Area to meet with you and provide you with information on next steps.
- Care journals: This is a resource that was created by families for families. We encourage parents and caregivers to use this journal to write down any questions you might have for the surgeons or nurses as you wait and throughout the hospital stay, so you can make sure to address your needs before your child is discharged.

AFTER SURGERY

After surgery, your child is taken to the Post Anesthesia Care Unit (PACU) to recover. This is an open-bay unit and each patient bed is separated by curtains. We make every effort to reunite you with your child as soon as possible following surgery. For safety reasons, only two adults are permitted in the PACU after surgery.

Immediately after surgery, your child may look puffy or swollen. In addition, they may be receiving oxygen, have an IV and may be attached to a heart monitor. A member of the nursing staff checks your child's heart rate, breathing, blood pressure and temperature, as they wake-up after surgery. Please ask your child's nurse any questions you may have.

Please remember the following things when you're in the PACU with your child:

- If your child is asleep, please do not wake him or her, as he or she needs rest.
- Speak softly and calmly. Let your child know that everything is okay and you are there with him.
- Please respect the privacy of other patients and focus only on your child.
- You may be asked to leave the unit if there is an emergency.

The medical team continues to monitor, assess, and control any pain, discomfort or delirium your child might experience.

If your child is going to be discharged, it is important to learn about any home care and medications your child needs. Make sure you ask your child's PACU nurse any questions or address any concerns you might have prior to leaving.

How to Prepare Your Child for Surgery

Age	Typical Fears	Suggestions on Ways to Help
Toddler	<ul style="list-style-type: none"> • Separation from parents. • May interpret going to the hospital as punishment for something • Uncertainty over new and unfamiliar medical environment 	<ul style="list-style-type: none"> • Remember word choice: “Surgery helps make your body better.” Words such as “cut open” can be scary. • Give your child a sense of control by allowing them to choose a comfort item • Be as calm and patient as possible. Toddlers may act out due to new experiences before or after surgery.
Preschool	<ul style="list-style-type: none"> • Known for their imagination, preschoolers may make up things that are not real • Damage to their body • Believe they did something wrong to deserve the surgery 	<ul style="list-style-type: none"> • Give a simple and basic explanation of surgery, explaining why it needs to be done, focusing on the positive outcome. • Allow the child to ask questions and discuss possible fears. • Reassure them that it is alright to cry or be scared, that they did nothing wrong.
School-Age	<ul style="list-style-type: none"> • Doing or saying something embarrassing • That surgery will change the way they look • They may wake-up during surgery 	<ul style="list-style-type: none"> • Discuss the surgery before arriving at the hospital allowing time for preparation. • Reassure your child that lots of kids get surgery for lots of reasons! • Check for understanding. School-age children listen carefully, but may not always understand. Have your child explain back to you what’s going to happen.
Teenager	<ul style="list-style-type: none"> • How the surgery will change their appearance • Surgery may change their daily routine affecting social activities • Worry about privacy and losing independence during the surgical experience 	<ul style="list-style-type: none"> • Involve your teenager in the decision making process. • Be honest at all times. Some teenagers may become mistrusting if they feel that secrets are being kept from them. • Teenagers often rely on friends for support. Allow them to stay connected. • Reassure your teenager that their privacy will be respected while in the hospital as much as possible.

We recognize that as a parent you know your child best! It is important to remain honest and begin preparing for surgery before arriving to the hospital. The day of surgery we encourage every patient, regardless of age, to bring a comfort item: anything from your favorite blanket to an electronic device.

Your Child's Surgical Team



ATTENDING SURGEON

- Your child's primary doctor
- Oversees residents and medical students
- Communicates with the team caring for your child
- Discusses and determines child's plan of care along with family. Responsible for making final recommendation.

ANESTHESIA

- Doctors that keep your child comfortable, safe, and asleep during the procedure/surgery.
- Discusses and determines anesthesia plan along with family (i.e., method of medicine, parental presence, etc.)
- Responsible for keeping your child comfortable while waking up (pain management).

RESIDENT DOCTORS

- Have graduated medical school and are training to become surgeons
- Report to the attending surgeon
- Provide information about your child's plan

SURGICAL TECHS

- Sets up the instruments the surgeon will use during surgery
- Works within the sterile field to hand appropriate equipment to surgeon

OPERATING ROOM RN

- Documents vital signs, special equipment, and medication used.
- May update families in the waiting room during extensive surgeries.

PRE/POST OPERATIVE & RECOVERY RN

- Works closely with your child and communicate any changes to the doctors
- Closely monitors your child's progress
- Makes sure that the needs of your child and family are met
- Specialized to care for pediatric patients
- Advocates for patient and family

CHILD LIFE

- Prepares your child for surgery using age-appropriate language
- Offers distraction materials while waiting for surgery
- Provides pre-hospital tours for patients and families prior to the day of surgery

MEDICAL STUDENTS

- College graduates attending medical school
- Ask questions, perform exams, and participate in your child's care under the supervision of attending surgeon, resident doctors, and nurse practitioners

How to contact members of your care team:

- **Nurses:** Push your call bell; it will be answered by the nurse or patient care assistant.
- **Surgeon:** If you'd like to speak to your surgeon, ask your nurse to page him or her.
- **Child Life:** Ask your nurse to page your Child Life specialist

You may see members of the medical team talking on mobile phones, called ASCOM phones. Members of the medical team use these phones to speak with each other and coordinate your child's care.

Partnering with You

PARENTAL PRESENCE DURING ANESTHESIA—IS IT RIGHT FOR YOU AND YOUR CHILD?

At Penn State Hershey Children's Hospital, part of our family-centered culture is providing effective, safe, and compassionate anesthesia care for pediatric patients and their families. As part of our shared goal to reduce children's anxiety before surgery or other procedures, we offer parental presence at the induction of anesthesia. We encourage parents to ask the anesthesia team if "parental presence at induction" is appropriate for their child.

- At the beginning (induction) of anesthesia for surgery or other procedures, some children may feel anxiety, due to an unfamiliar environment and unfamiliar people.
- Your child's anesthesia doctor talks with you before your child's surgery begins to discuss the risks and benefits, plan, and procedures for your child's anesthesia experience.
- Depending on your child's condition, age, and situation, he or she may or may not benefit from having you present at the induction of anesthesia.
- You and your child's attending anesthesiologist will make the final decision regarding your presence in the OR before the surgery begins.
- Know that the Penn State Hershey Children's Hospital anesthesia team is with each child from the moment that patient leaves the parent or caregiver's care, through the entire surgery, and into the recovery area.
- The primary focus of the medical team is the safety of your child.

"AS THE PARENT, WHAT IS MY JOB?"

- One parent may accompany the child back to the operating room.
- That parent wears a special disposable jumpsuit ("bunny suit"), hair cover, and mask.
- Help your child remain calm by reminding him or her that you are there. Hold your child's hand, touch his or her hair and face, talk and sing to your child.
- It is important for you to remain calm and positive, so your child remains calm.
- Once your child is asleep, you are escorted to the waiting area.
- When you get to the waiting area, check-in with the receptionist for a pager (see page 4).

If you are present during induction, you must agree to follow the instructions of the medical team at all times. In rare circumstances, you may be asked to leave the operating room before your child is completely asleep. This is so the medical team can more effectively care for your child.

"AS THE PARENT, WHAT SHOULD I EXPECT TO SEE?"

- When the anesthesia is given, your child may cry, cough, gag, or struggle. This is a normal response. Again, your job is to help your child remain calm by holding your child's hand and talking to them in a soothing voice.
- Once your child is asleep, he or she will become limp and non-responsive. This, too, is normal.

Again, the primary focus of the medical team is the safety of your child. We will gladly discuss the ways we plan to keep your child as safe as possible.

Television Channels

1	WGAL-TV8 (NBC)	25	ESPN2	48	EWTN
2	WLYH-TV 15(CW)	26	MASN	49	E!
3	WPMT-TV 43 (FOX)	27	TNT	50	USA Network
4	TBS	28	Spike TV	51	Hallmark Channel
5	WPVI-TV 6 (ABC)	29	Comcast Sports Net-Philadelphia	52	BIG 10
6	WITF-TV 33 (PBS)	30	The Weather Channel	53	Home Shopping Network
7	WHP-TV 21 (CBS)	31	A&E	54	ION Television
8	WPHL-TV 17 (MY)	32	The Discovery Channel	55	Animal Planet
9	QVC	33	Disney Channel	56	TCM
10	WHTM-TV 27 (ABC)	34	Nickelodeon	57	The Golf Channel
11	WGCB-TV 49 (ind)	35	VH1	58	Cartoon Network
12	KIDZ ONLY	36	Lifetime	59	TV Land
13	C-SPAN	37	History Channel	60	Speed Channel
14	SOFT ROCK	38	ABC Family	61	truTV
15	TODAY'S COUNTRY	39	TLC	62	OWN
16	EASY LISTENING	40	MSNBC	63	MASN2
17	BET	41	ROOT	64	GSN
18	Headline News	42	JWLTV	65	Bravo
19	AMC	43	Sci-Fi Channel	66	NBC Sports Network
20	CNBC	44	Comedy Central	67	Style
21	MTV	45	FX	68	Food Network
22	HGTV	46	Fox News	69	Univision
23	CNN	47	CMT	71	Sprout

Channels are subject to change.

Temperature Conversion Chart

When your child's temperature is taken, it is read in degrees Celsius.

Below is a table to assist in converting their temperature into degrees Fahrenheit for easier understanding.

F	C	F	C
95.0	35.0	101.1	38.4
95.4	35.2	101.5	38.6
95.7	35.4	101.8	38.8
96.1	35.6	102.2	39.0
96.4	35.8	102.6	39.2
96.8	36.0	102.9	39.4
97.2	36.2	103.3	39.6
97.5	36.4	103.6	39.8
97.9	36.6	104.0	40.0
98.2	36.8	104.4	40.2
98.6	37.0	104.7	40.4
99.0	37.2	105.2	40.6
99.3	37.4	105.4	40.8
99.7	37.6	105.9	41.0
100.0	37.8	106.1	41.2
100.4	38.0	106.5	41.4
100.8	38.2	106.8	41.6
		107.2	41.8

Where to Eat

PLACES TO EAT

All places to eat accept credit cards and cash.

Tree House Café

- Located on the first floor of the Children's Hospital.

Hours:

Monday-Friday, 7:00 a.m.-3:00 p.m.

Saturday and Sunday, 10:00 a.m.-2:00 p.m.

Rotunda Café

- Located next to the Rotunda on the first floor of the Hospital's main building.

Hours:

Monday-Friday, 6:30 a.m.-2:00 a.m.

Saturday and Sunday, 6:30 a.m.-7:00 p.m.

Starbucks® Coffee

- Located in the surgical waiting area of the Main Hospital.

Hours:

Monday-Friday, 6:30 a.m.-7:00 p.m.

Saturday and Sunday, 6:30 a.m.-6:00 p.m.

Au Bon Pain

- Located in the College of Medicine on first floor.

Hours:

Monday-Friday, 6:30 a.m.-4:00 p.m.

OTHER OPTIONS

Vending machines

- Located in the back of the Rotunda Café eating area

Ronald McDonald Family Room

- Located on seventh floor of main hospital: free coffee, snacks, treats

Family Lounges

- Located on third and fourth floors of Children's Hospital: free coffee, snacks, treats

Surgical Waiting Area

- Located on second floor: for families waiting for patients in surgery there are free coffee, snacks available in the waiting area.

Where to Stay

AT THE BEDSIDE

If your child needs to remain overnight for observation in one of the surgical units (i.e. PACU, Pre-OP, Same Day Unit, etc.), a parent is required to remain at the bedside.

Pediatric Acute Care Unit

There are two places for a family member (*eighteen years or older*) to sleep in these rooms. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Pediatric Hematology/Oncology Unit

There are two places for a family member (*eighteen years or older*) to sleep in these rooms. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Pediatric Intermediate Care Unit (PICU)

There are two places for a family member (*eighteen years or older*) to sleep in these rooms. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Pediatric Intensive Care Unit (PICU)

There is one place for a family member (*eighteen years or older*) to sleep in these rooms, with a possibility of room for a second family member, depending on the equipment and care your child needs. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Neonatal Intensive Care Unit (NICU)

There are no sleeping accommodations at the bedside. One family member (*eighteen years or older*) may sign-up for a bed in the Ronald McDonald Family Room. Clean sheets, pillows, and blankets are available in the same room.

Local Hotels

Out-of-town guests can find hotels and other lodging establishments within a short driving distance. Some options offer discounted rates for our patients' families, so please mention that a family member is a patient at the Children's Hospital.

1825 Inn Bed and Breakfast	409 S. Lingle Ave. Palmyra, PA 17078	717-838-8282 or 877-738-8282
America's Best Value Inn	2951 Horseshoe Pike Campbelltown, PA 17010	717-838-4761
Best Western Inn	Rt. 422 & Sipe Ave., Hershey, PA 17033	717-533-5665 or 800-780-7234
Chocolatetown Motel	1806 E. Chocolate Ave., Hershey, PA 17033	717-533-2330
Cocoa Flats	7 W. Main St., Hummelstown, PA 17036	717-566-0853
Cocoa Motel	1200 Mae St., Hummelstown, PA 17036	717-566-2050
Comfort Inn	914 Cocoa Ave. Hershey, PA 17033	717-534-1243
Country Inn & Suites	195 Hershey Rd. (Rt.39) Hummelstown, PA 17036	717-566-3269
Days Inn	350 W. Chocolate Ave., Hershey, PA 17033	717-534-2162
Econo Lodge	115 Lucy Ave., Hershey, PA 17033	717-533-2512
Gibson House Bed & Breakfast	141 W. Caracas Ave., Hershey, PA 17033	717-534-1305 or 800-201-6509
Hampton Inn and Suites	749 E. Chocolate Ave., Hershey, PA 17033	717-533-8400
Hershey Lodge and Convention Center	W. Chocolate Ave. & University Dr., Hershey, PA 17033	717-533-3311
Hilton Garden Inn	550 E. Main St., Hummelstown, PA 17036	717-566-9292
Holiday Inn Express	610 Walton Ave., Hummelstown, PA 17036	717-583-0500
Howard Johnson Inn	845 E. Chocolate Ave., Hershey, PA 17033	717-533-9157
Milton Motel	1733 E. Chocolate Ave. Hershey, PA 17033	717-533-4533
Motel 6 Hershey	1518 E. Chocolate Ave. Hershey, PA 17033	717-533-2384
Pinehurst Inn, Bed & Breakfast	50 Northeast Dr., Hershey, PA 17033	717-533-4533
Red Roof Inn	950 Eisenhower Blvd. Harrisburg, PA 17111	717-939-1331
Rodeway Inn	43 W. Areba Ave. Hershey, PA 17033	717-533-7054
Simmons Motel	355 W. Chocolate Ave., Hershey, PA 17033	717-533-9177
SpringHill Suites Hershey	115 Museum Dr.(off Rt. 39), Hershey, PA 17033	1-877-720-1291
The Hotel Hershey	100 Hotel Rd., Hershey, PA 17033	717-533-2171
The Inn at Westwynd Farm	1620 Sand Beach Rd., Hummelstown, PA 17036	717-533-6764 or 1-877-937-8996
Travel Lodge	1043 E. Chocolate Ave. Hershey, PA 17033	717-533-5179
Union Canal House Restaurant & Inn	107 S. Hanover St., Hershey, PA 17033	717-566-0054
White Rose Motel	1060 E. Chocolate Ave. Hershey, PA 17033	717-533-9876

Other Places to Visit at Penn State Hershey Medical Center

Children's Hospital Family Resource Center and Safety Center

The Family Resource Center is a great place for families and visitors to take a break, use a computer, and check resources for clinical information, hospital services, local attractions, and much more. Also available is the Safety Center, a great place to learn about how to keep your family safe at home, on the road or while playing. It is located on first floor of Children's Hospital.

MEDITATION ROOM

Need a place that provides some peace?

The Meditation Room was designed with just that purpose in mind. It's located off of the Tree House Café and built for our families of the Children's Hospital. Inside the Meditation Room, take a few cleansing breaths and enjoy the peace and quiet, looking out into a beautiful courtyard. This is a sacred place and one that is important to visit to ease your mind and regain some strength.

HOSPITAL GARDENS

We believe patients, families, and visitors should be able to get outside and enjoy the fresh air as much as possible.

Children's Garden

- Located outside of the Tree House Café

Rooftop Terrace

- Located off the third floor, adjacent to the elevators

FAMILY LOUNGES

There are Family Lounges located on the third and fourth floors, in between the patient units. Funded by Ronald McDonald House Charities® of Central PA, free snacks and coffee are available for families of pediatric patients.

- Refrigerator for families to store their food
- Microwave
- Sink
- Free coffee and snacks
- Board games and crafts
- Books, other reading materials

WASHERS AND DRYERS

There is a washer/dryer located on the third and fourth floors in between the units for families to use. Free detergent is provided.

Main Hospital

GIFT SHOP

Flowers, cards, books, magazines, candy, jewelry, toiletries, and more!

- The Gift Shop is located on first floor, across from Starbucks:
- Enter the main hospital through the lobby.
- Follow hallway going towards the Surgical Waiting Area and the Lion.
- Turn left into the Surgical Waiting Area.
- The Gift Shop will be to your left.

Hours:

Monday-Friday, 9:00 a.m.-8:30 p.m.

Saturday, noon-4:00 p.m.

Sunday, 1:00-4:00 p.m.

***You can also find an ATM to the left*

CHAPEL

Interfaith Chapel: a non-denominational retreat, available at all hours for prayers, reflection, and meditation for those of all faiths.

- Enter the main hospital through the lobby.
- Follow hallway going towards the Surgical Waiting Area and the Lion.
- Turn left into the Surgical Waiting Area.
- Walk through Surgical Waiting Area
(with Admissions on your left)
- Chapel will be on your left

PHARMACY

Patient prescriptions:

Outpatient Pharmacy in Cancer Institute

- Enter the main hospital through the lobby.
- Pharmacy is past the revolving door, on left hand side.

Hours:

Monday- Friday: 8:30 a.m.-5:30 p.m.

Saturday and Sunday: 9:00 a.m.-2:00 p.m.

Preparing for Discharge

Medication/Prescriptions

Dosage instructions

- Ask your nurse to write the patient's last dosage of medicine on the discharge paperwork and when the next dose is scheduled.

Order/pick-up

Penn State Hershey Pharmacy is on-site for your convenience, located in the lobby of the main entrance. We recommend Penn State Hershey Pharmacy for complex medications.

- We may call prescriptions into a pharmacy for you, just let us know your plans.
- Please provide your pharmacy's name and phone number.

Side effects/interactions

- Do you understand the side effects of these medications?
- Do you know who to call if side effects occur?

IV Bag/Pole

- The patient's IV process will be discontinued for discharge

Discharge Instructions

- Discharge paperwork will be provided—at this time, make sure medication dosage information is documented by your nurse.
- Please return your parent access badge to your nurse before you leave.

Patient Transport

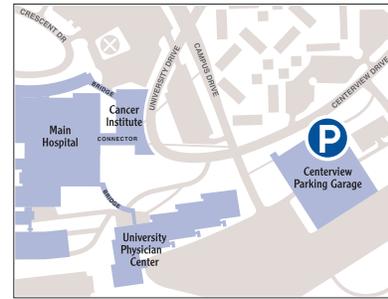
- We are happy to help you transport your child and your belongings to your vehicle. Please let us know if you need assistance.

Questions to be addressed prior to discharge

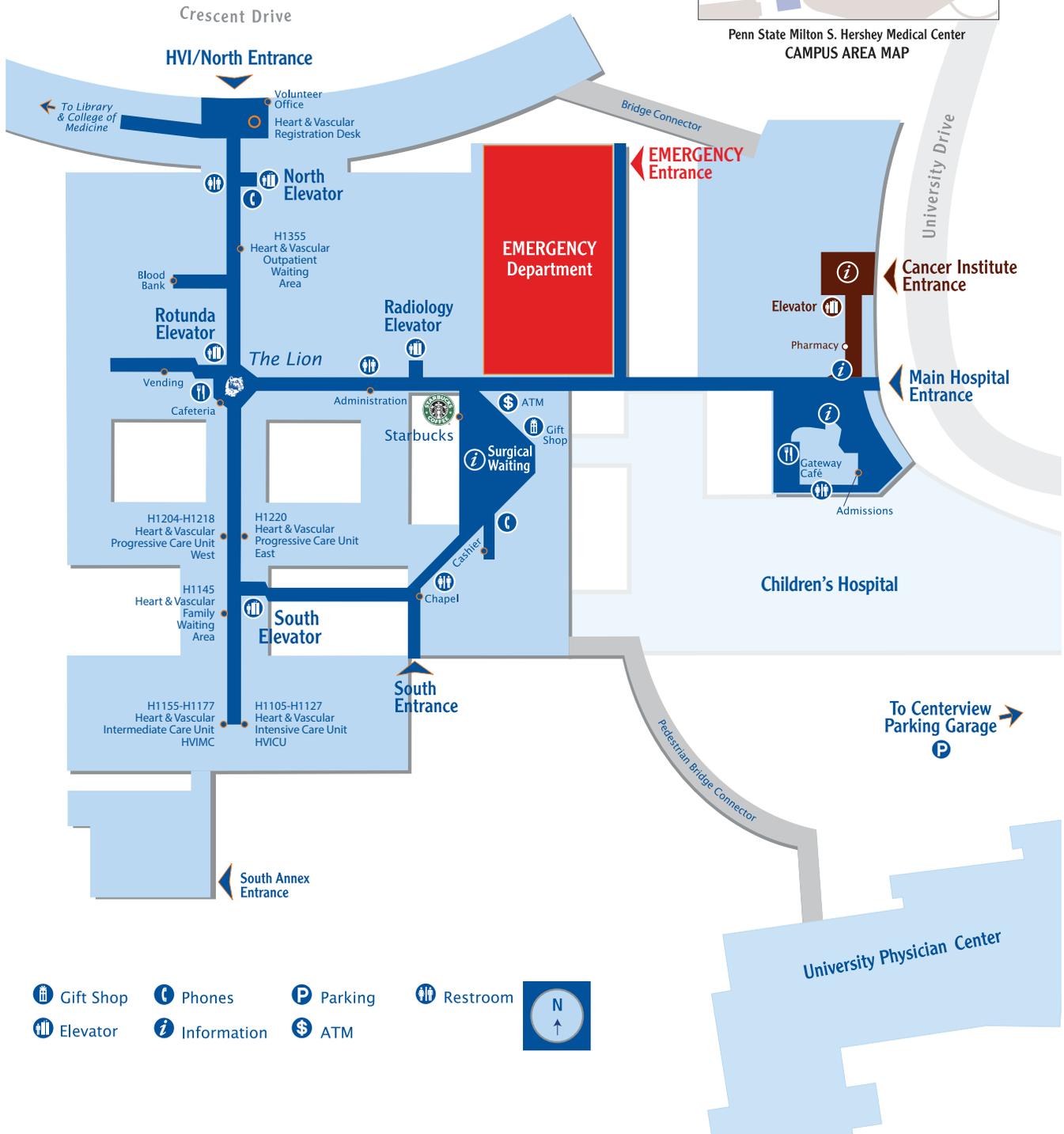
Equipment for home care

- Do you know your home care company's name, number, and who to call for questions?
- Do you know the plan for delivery and set-up of home care equipment?
- Do you know who to call if there is an emergency, your child's health worsens, or when you have questions?
- If you have a follow-up appointment scheduled, do you know where to go?

Penn State Hershey Medical Center Main Entrance/First Floor

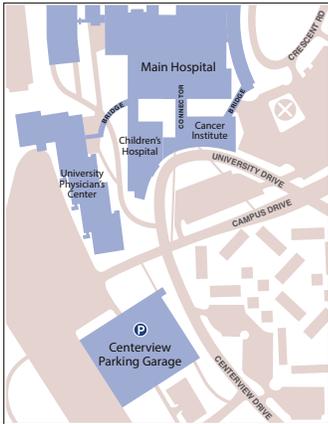


Penn State Milton S. Hershey Medical Center
CAMPUS AREA MAP



- Gift Shop
- Phones
- Parking
- Restroom
- Elevator
- Information
- ATM
-

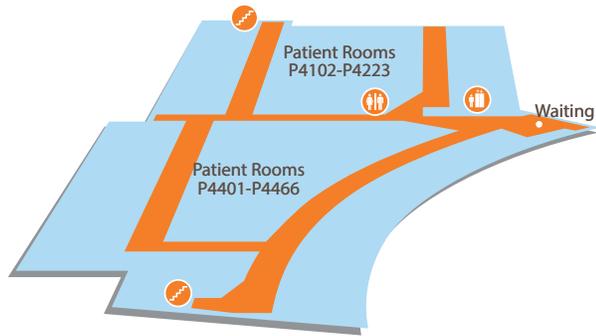
Children's Hospital Building Directory



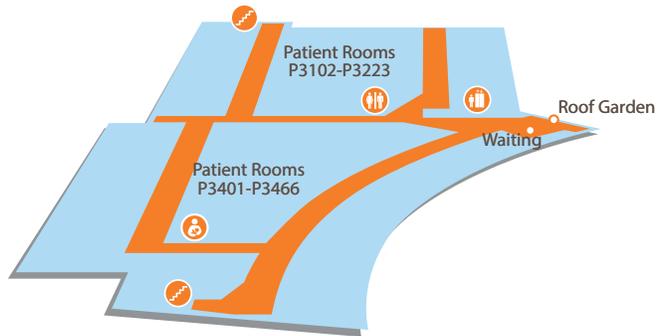
Penn State Milton S. Hershey Medical Center
CAMPUS AREA MAP

LEGEND

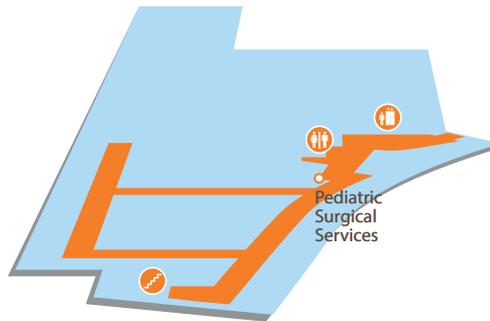
- Restrooms
- Information
- Elevator
- Stairs
- Café
- Mother's Lounge



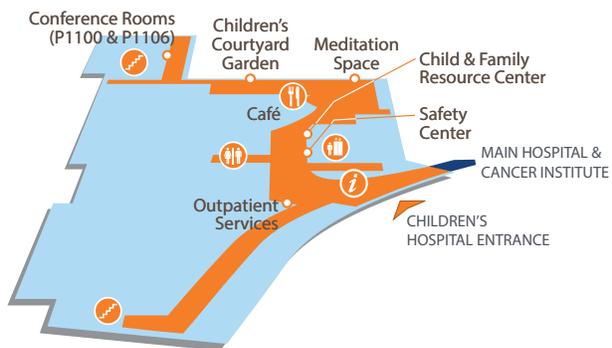
Floor 4



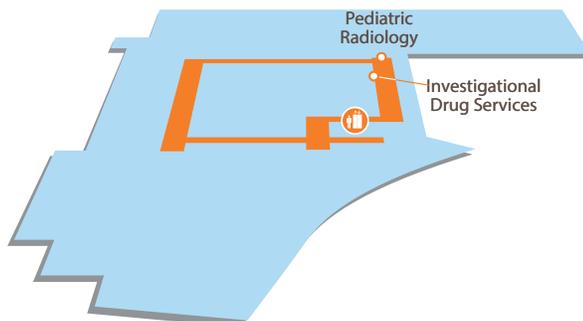
Floor 3



Floor 2



Floor 1



Ground Floor



PENNSYLVANIA STATE UNIVERSITY
MILTON S. HERSHEY
MEDICAL CENTER



Milton S. Hershey
Medical Center

