Waiting for Surgery and Recovery
at University Hospital East

Please review this handout with your family members or friends so everyone understands the waiting process for surgery and recovery.

Okay. I have registered.

What’s next?

You and your family members or friends will be taken to the waiting area. If your surgeon requested that you have an exam before surgery, this may be done before or after you go to the waiting room. You will be told when you register if an exam is needed. You will be directed to an exam room when it is time for your exam.

Is there a staff member available in the waiting area to answer questions?

Yes! In the waiting area, a Patient Representative is often available to answer any questions that may come up while you are waiting for your surgery. The Patient Representative is also your family member’s contact with the surgery staff after you leave for your surgery.

If you or your family members need to speak with someone, and the Patient Representative is not available, please use the phones in the waiting area to contact the Surgery Desk. The number is listed near the phone.

How long will I have to wait?

We will make your waiting time as short as possible. Your surgery time will depend on the surgery that was scheduled before yours. You may go into surgery earlier or you may be delayed. Please ask if you have any concerns about your wait.

What should I do with my belongings?

We encourage you to leave valuables such as your watch, wallet and jewelry at home. If not, please leave all your valuables with a family member or friend who came with you to the hospital. If you need help securing your valuables, please talk with the Pre-op nurse. Security will be called to assist you.

When will I have to leave my family members or friends?

Your family members or friends can stay with you in the waiting area until you are taken to the Preoperative area. We need to limit visitors in the Preoperative area and Recovery for the safety and privacy of all of our patients. Family members and friends will be able to visit you as soon as you leave Recovery.
How long will my family members be waiting for me once I go to surgery?

When it is time for you to go to surgery, you and your family members will be told about how long your surgery should last. Once you leave the waiting area, you will go to three other areas:

- **Pre-op**, also called Preoperative area, where you are prepared for surgery. You will be in Pre-op for 1½ to 2 hours.
- **OR**, also called the Operating Room or Surgery, where your surgery will occur. Your time in OR will vary based on the type of surgery you are having.
- **Recovery**, also called the Recovery Room, where you will be taken after your surgery to spend some time waking up from anesthesia. Most patients spend 1½ to 2 hours in Recovery.

Please be aware that these times are approximate. You and your family members will be told of any unexpected changes to these times. Please talk with the Patient Representative about any concerns you have. He or she will contact the staff and provide you with updated information.

Also available to your family or friends is the OR Link board that allows them to track your progress through surgery with updates on your status and location. At the time of registration, each patient is given a tracking number for privacy. Once you are in Pre-op, the tracking will begin. By using your tracking number, your family will be able to check the OR Link screens in:

- Registration (2 West)
- 4th floor surgery Family Waiting Area

- BistrOH! (hospital cafeteria) on the ground floor of the Tower

Your family can move around the Hospital and still keep track of your progress through surgery.

When my surgery is complete, will the surgeon talk with my family members or friends?

Yes. When your surgery is done, the surgeon will often greet your family members or friends in the waiting area or through a phone call to update them about your condition.

How can my family or friends find out how I am doing while I am in Recovery?

The Patient Representative can check with the Recovery room staff and give your family members or friends updates as needed.

If the Patient Representative is not available, your family member or friend may use one of the phones in the waiting area to call the Recovery Room. Please limit the number of calls to Recovery to allow the nurses to focus their attention on caring for you and the other patients in the area.
What happens next?
What happens next depends on if you are going home or staying with us after the surgery.

Outpatient surgery patients:
If you will be going home after your surgery, the Recovery Room nursing staff will contact your family member or friend when you are fully recovered and ready to listen to your discharge instructions. At this time, one family member or friend will be asked to join you, so they also can listen to the instructions.

After your discharge instructions have been reviewed, your family or friends will be asked to bring the car to the entrance of the building. They will be told which entrance to use. A Recovery Room staff member will take you in a wheelchair to the hospital entrance, where he or she will be help you into the car.

Inpatient surgery patients:
If you will be staying at the hospital after your surgery, the Recovery Room nursing staff will contact your friend or family member when you are fully recovered and are ready to be transported to your hospital room. The nurse will get you settled into your hospital room and then your family or friends can visit with you.

What services are available to my family and friends while they wait at the hospital?

- **BistOH!** (hospital cafeteria) on the ground floor of the Tower
- **Vending areas** are available in the Tower on the ground floor and 4th Floor Waiting Area
- **Gift Shop** on the first floor of the Tower at the end of the glass hallway off of the main lobby
- **Pay Telephones** can be found in:
  - Tower 4th Floor Waiting Area
  - Tower Ground near entrance to BistrOH!
  - West First Floor across from Gift Shop

Can the phones in the waiting area be used to make local and long distance calls?
Yes, you can use the phones in the waiting area by dialing “777- 0” and then wait for the prompts or hold for an operator. **Use one of these payment methods to make a call,** whether it is local or long distance:

- Phone or calling card
- Collect call
- Charge call to home phone, third party or to a credit card

Talk to your doctor or health care team if you have any questions about your care.
The Library for Health Information is available to help you find more health information at (614) 293-3707 or e-mail: health-info@osu.edu.