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A Patient's Guide to Surgery

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Patients' Guide to Surgery at NYEE

Thank you for choosing New York Eye and Ear Infirmary of Mount Sinai (NYEE). We take pride in providing the highest quality care to all of our patients. The following information will help you plan and prepare for your surgery.

There are two types of surgery. Inpatient surgery means that you will be admitted to the hospital (usually on the same day of the procedure) and will remain in the hospital after your operation for one, two or more days until you are ready to go home. Outpatient or ambulatory surgery, means that you will come to the hospital the day of your operation and will go home the same day. Many of the patient instructions will be the same for both types of procedures.

n. Our goal is to make your stay at NYEE as pleasant, safe, and effective as possible. Please take some time to review the following pages to learn more about what to expect during your stay. It is also necessary to complete all necessary paperwork and testing before arriving at the hospital. This will help to minimize delays on the day of your surgery. If you have any questions about your upcoming surgery or your hospital stay, do not hesitate to ask your physician.

Our care team is dedicated to ensuring your experience is a positive one.

If you have any questions regarding preoperative instructions, please call the Ambulatory Surgery Center at 212-979-4360 or 212-979-4165, Monday through Friday from 7am to 8pm.

If you have questions regarding your insurance coverage, please call the Financial Screening Office at 212-979-4311 or 212-979-4309.

Patient Policies

You will be given a copy of the [Patients' Bill of Rights](#), which explains your rights as a patient according to New York State law. If you have not received one, ask your physician's office, nurse or the registrar in Admitting for a copy. NYEE is compliant with all applicable rules, regulations and laws regarding patients' rights.

Advance Medical Directive

New York Eye and Ear Infirmary honors patients' advance directives to the full extent permitted by law. These include living wills, health care proxies and oral statements. If you have an advance medical directive, please bring it with you. An advance directive enables you to give written or oral instructions to doctors and other healthcare professionals regarding the type of medical care you would want or name the person you would wish to make health care decisions for you if you could no longer speak for yourself. You should discuss your intentions with the individual appointed to act on your behalf. At the time of admission, you will receive a copy of the New York State health care proxy form.

No Smoking Policy

The New York City Smoke-Free Air Act prohibits smoking on or around health care facility grounds. Smoking is prohibited by the staff, patients and visitors in all areas of the hospital.

Preparing Your Child for Surgery

Our goal is to ensure you and your child's stay here is a comfortable and stress free as possible. Tours of our Pediatric Ambulatory Surgery Unit can be arranged by calling 212-979-4246 or emailing pkutsky@nyee.edu at least one week prior to surgery.

On the day before surgery you will get a call from Admitting Office to confirm your arrival time. They will also tell you when to stop giving your child anything to eat or drink. If your child eats or drinks anything after the recommended time, the surgery may have to be rescheduled. Your doctor may provide additional instructions which should be strictly followed.

Parent(s) or a legal guardian must accompany the child to the hospital. Bringing other relatives to the hospital can be difficult and stressful. We suggest parents not bring

siblings to the hospital and recommend you make child care arrangements in advance. On the day of surgery feel free to bring a favorite toy or item to help them relax.

One person must stay at the hospital during surgery. You will be allowed to be with your child at all times on the unit and in the operating room before anesthesia. A parents' waiting room is available for your convenience and comfort. The nursing staff will communicate with you throughout the process. We will not discharge children to anyone other than a parent or legal guardian.

Before Your Surgery

Consent for Medical Procedures

Your surgeon will discuss the details of your operation with you prior to your surgery. Please feel free to ask any questions regarding your procedure. Before any major medical procedure can be initiated, you or an authorized member of your family will be asked to sign a consent form. You are entitled to a full explanation of your diagnosis, treatment plan and prognosis, as well as the risks, benefits and alternatives associated with your care. If you do not understand what is being recommended, or if you are uncertain about whether you want the procedure, ask your physician or nurse.

Complete Your Pre-Admission Forms

Your physician will give you instructions and pre-admission forms. It is very important that you complete these forms, and that your physician return them to the Admitting Office at least 7 days before your scheduled surgery. If additional information is needed, New York Eye and Ear Infirmary Admitting Office will contact the patient in advance.

Presurgical Testing

A complete set of instructions about your presurgical testing requirements will be given to you by your surgeon. NYEE requires your medical history and the results of a physical examination completed within 30 days prior to the date of your surgery. In some cases, you may need an EKG (also done within 30 days) and /or a chest X-ray taken within the last six months. Your surgeon or primary care provider will arrange for your physical examination and any necessary diagnostic tests. Your surgeon may request same-day surgery testing. This will be completed after your admission and prior to surgery.

If you don't have a primary care provider you can arrange to have the presurgical testing done at NYEE. To make an appointment call the Admitting Office at **212 979-4309**.

Contact Your Insurance Provider

Remember to contact your insurance company seven to 10 days prior to the date of surgery to advise them of your scheduled surgery and to confirm coverage. You should check for and verify any co-pays and/or deductibles you will have to pay at the time of your admission. Please bring your insurance ID card with you on the day of your surgery. If you have any questions regarding your insurance coverage, please call the Financial Screening Office at 212 979-4311 or 4309.

Interpreter Services Available

If you need a foreign language and/or sign language interpreter please call 212 979-4306 for a foreign language interpreter, or **212 979-4473** for a sign language interpreter.

What to Tell Your Physician Before Your Surgery

It is important for you to provide the following information to your physician prior to surgery:

- Allergies: Do you have any allergies to foods or medications or dyes used in diagnostic tests?
- Latex allergy: Have you ever reacted to latex products, such as gloves, rubber balloons or other items?
- Do you take medications regularly? This includes over-the-counter medications (e.g., aspirin and ibuprofen), herbal remedies (e.g., St. John's Wort), nutritional supplements, pain medication and/or prescription medication. Please know the name(s) and dosage(s) of these medication(s). Bring them with you on the day of surgery.
- Do you smoke?
- Do you drink alcohol?
- Do you use recreational or "street" drugs?
- Do you have other health problems, such as diabetes, heart problems or high blood pressure?
- Have you had surgery before? When?
- Have you had anesthesia before? How did you react?
- Is it possible that you are pregnant?
- Have you been treated with antibiotics within the last two months?

Preparing for Your Surgery

Preoperative Instructions

Your surgeon's office may call you prior to the scheduled date of the surgery to review your medical history and preoperative instructions. Please follow all physician's instructions carefully as they are for your safety. If these instructions are not followed, it could result in the cancellation of your surgery.

- Do not eat or drink after 12 midnight preceding surgery, unless instructed otherwise by your physician. Do not suck on hard candy or lozenges.
- Tell us if you have any allergies.
- If you take daily medications, consult with both your internist and surgeon regarding whether you should take them on the day of surgery, and if so, at what time.
- Bring any medication you may be taking with you in its prescription bottle.
- If you take anti-depressants, anti-inflammatory medications (such as aspirin or ibuprofen), or anti-coagulants, ask your physician if you should stop them for a period prior to surgery.
- If you develop a cough, cold or fever, please call your surgeon.
- Do not smoke or drink alcohol 12 hours before or after your surgery.
- Remove nail polish and nail wrapping from all fingers prior to coming to the hospital.
- Do not apply any makeup, cream or aftershave lotion the day of surgery.
- Please shower and wash your hair the night before or the morning of surgery.

If you have any questions or concerns, please call our Ambulatory Surgery Unit nursing staff at 212 979-4360 or 4165, Monday through Friday, 7am to 8pm. Or dial the main switchboard at 212 979-4000 and ask them to page the Nursing Supervisor.

If You Feel Sick Prior to Your Surgery

If you develop a cold, virus, sore throat or other illness during the week before your scheduled surgery, please contact your physician immediately. Your physician will determine whether your procedure should be rescheduled.

Arrange for Your Escorts to/from NYEE on the Day of Your Surgery

All patients having surgery at NYEE must have an escort with them upon arrival at the hospital and during discharge. Your surgery will be cancelled if you don't have an escort

with you. You also must have an adult escort (18 years or older) present at NYEE to bring you home after you are discharged. Please make arrangements accordingly. Patients cannot leave the hospital unescorted. If you need assistance obtaining an escort from a private service, please let us know in advance, and NYEE will refer you to a private pay escort service. Please call Social Services at **212 979-4390**.

Confirmation of Your Admission Time

If you have not been contacted by 8pm the night before your surgery, please call the Admitting Office at 212 979-4306 before 10pm to receive your admission time. Please make your travel arrangements in advance so that you can arrive on time.

What to Expect the Day of Your Surgery

Pre-surgical Forms and Insurance Information

Please complete and bring all the forms that you received in your physician's office, as well as your insurance cards, referral and/or authorization form.

List of Your Medications and Allergies

Bring a list of all your medications, times taken and dosages. Print and complete the form provided, <https://www.nyee.edu/patient-care/resources/medication-list> . Also, prepare a list of any known of allergies to medications, foods or other substances. All medications must be in the original pharmacy containers.

Advance Medical Directive

Please bring any documents regarding advance medical directives, such as health care proxy form and a living will.

Proof of Guardianship

All legal guardians of a minor child under the age of 18, a mentally compromised adult or a foster child undergoing surgery must bring all legal/court documentation verifying

his or her legal guardianship of the patient. Without legal proof of guardianship, the surgery will have to be rescheduled. All court/legal documents must be originals; copies will not be accepted. The originals will be immediately returned to you. Please also bring your child's complete Immunization Record.(check on this)

Dress Comfortably

If you are coming for inpatient surgery or will be staying overnight in the hospital, you may bring a change of clothes and toiletry items if you wish.

If you are coming for ambulatory surgery, we recommend that you wear casual, comfortable, loose-fitting clothing that buttons or zips down the front and is easy to take off and put back on after surgery. Shoes should be flat, slip-ons without laces.

Leave Valuables and Personal Belongings at Home

Please leave all valuables including jewelry, watches wedding rings and earrings at home. Remove all body jewelry. NYEE cannot assume responsibility or, liability for personal property that is lost or misplaced. Limited locker space will be made available for your belongings.

Dentures, contact lenses, glasses and hearing aids may have to be removed prior to surgery and must be stored in proper containers or can be held by a family member or friend who escorted you to the hospital. Do not wrap items in tissues and leave on the bed, meal tray or on a table unattended. If requested, your nurse can provide special denture cups.

Discharge Planning

Discharge planning is an important part of your care. A team of physicians, nurses, a social worker will evaluate your needs and develop discharge plan. Your discharge plan may include home health care services. If you need assistance selecting an agency, a member of the team can provide a list of home health agencies for you to review with your insurance company. NYEE staff can guide you however, you or a family member must select and engage the home care provider.

Your participation in your care planning is important and will help your recuperation.

Canceling a Procedure

If you find yourself in a situation that makes it necessary to cancel your surgery, please call your physician as soon as possible.

Checking In the Day of Your Surgery

Directions and Parking information are provided on pages 14-16. Please arrive on time for your procedure. Proceed to the Admitting Office Reception Desk on the first floor of the main entrance at 310 East 14th Street. You will have a hospital identification (ID) bracelet put on your wrist.

For ambulatory surgery, you will then proceed to the Ambulatory Surgery Unit on the fifth floor, North Building. After signing in with the registrar, you will be directed to the waiting area. A nursing assistant will call you and take you to the dressing room, where you will get a locker and asked to change into a hospital attire.

You will be escorted to our pre-surgical area where a medical consultant may examine you if your surgeon has requested medical clearance. If presurgical testing has not been done, the physician's assistant may perform a history and physical. Electrocardiogram (EKG) and blood work may be done or repeated as needed. You will also be seen by an anesthesiologist. The surgical site will be marked by your surgeon to confirm the surgical site.

One family member or escort can follow you through the pre-surgical check.

While you are preparing for surgery, your family member, friend or escort may wait in the TV room/waiting area or cafeteria located in the basement level. We will call them if needed and will be happy to answer their questions. We strongly recommend that you not bring children as we do not have facilities or personnel to adequately supervise them. Please make arrangements for child care on the day of your surgery.

Private Duty Nursing

If you would like personal nursing care to supplement the care by our staff during your hospital stay, you can arrange for a private duty nurse. Private duty nurses can be engaged directly by patients or their families. These nurses are not employees of NYEE but may be hired through us from reputable outside agencies. Please note, they do not provide care in the PACU (Recovery Room). To make arrangements for private duty nursing, call 212 979-4353.

Anesthesia

The anesthesiologist or certified registered nurse anesthetist (CRNA) is responsible for your comfort and well-being before, during and after your surgical procedure. Prior to surgery, the anesthesiologist/CRNA will meet with you to discuss your anesthesia and answer any questions you may have. If you have had any experiences in the past with anesthesia, please inform the anesthesiologist. In the operating room, the anesthesiologist/CRNA will manage your anesthesia and monitor vital signs. In the post anesthesia care unit (PACU), the anesthesiology staff ensures that all patients remain stable following surgery.

Pediatric Anesthesia

Our experienced Pediatric Anesthesia team will provide your child's care and do everything possible to make their experience safe, and comfortable. The following provides helpful information about what you and your child can expect before, during and after their surgery.

The anesthesiologist will perform a preoperative evaluation and develop a plan of care prior to meeting with you and your child. Please ask questions at any time during the meeting.

We allow parental presence in the operating room at the time of anesthetic induction as it helps to ease anxiety. Upon arriving at the operating room the team will begin to administer anesthesia. Once your child is asleep, you will be escorted to a waiting area. A member of the pediatric anesthesia team will be with your child throughout the entire surgical procedure.

If you must bring a sibling (baby or very young child) with you please bring a babysitter as well since NYEE staff cannot provide childcare.

After the surgery is over you can meet your child in the recovery room or PACU (post anesthesia care unit.) A nurse will be assigned to monitor your child's recovery.

After the initial recovery process, you and your child will return to the 9th floor Pediatric Surgery Center to recover further and receive final instructions from nursing staff prior to going home.

Recovery in the PACU (Post Anesthesia Care Unit)

After your surgery, you will be taken to the recovery room, also called the PACU (post-anesthesia care unit), or to the Ambulatory Surgery Unit, where you will be closely monitored until the anesthesia wears off and you wake up. Your blood pressure, pulse, temperature and breathing, as well as the area of your body where you had surgery, will be checked.

The PACU or Ambulatory Surgery Unit nurses will take care of your needs and make you comfortable. Once you are awake, you either will be discharged home, if you are an ambulatory surgery patient, or you will be transferred to your room in the hospital until you are well enough to go home. Inpatients will be admitted and transferred to your room where family member can join you

Visiting a Patient in the PACU

Family members will be notified when their family member is brought to the PACU. Visitation in the PACU is limited to one family member at a time. Children are not allowed. Please respect the privacy of all patients

Pain Management

Pain management is an important part of your recovery and it is important to work with your care team to manage your pain in order to remain as comfortable as possible. Remember you know your pain best and should always speak up.

Going Home

Post-Op Discharge Instructions

New York State requires that every patient who has had anesthesia and/or sedation must be escorted home after ambulatory surgery. It is also advisable for you to have someone help take care of you at home after surgery. The Hospital can help you arrange a medical transport service home at your expense. And, if you require home care services when you leave the hospital, please speak with a social worker to make arrangements.

Please follow the specific, discharge instructions provided regarding the medication, rest, activity and any other after-care advice to help you recover.

If you have any questions, call **212 979-4360** or **212 979-4165** Monday to Friday, 6am to 9pm. You may also call **212-979-4000** and ask to have the nursing supervisor paged.

Prescription Medications

After surgery, your physician may prescribe medications that may be filled at your pharmacy or at the NYEE Pharmacy, located in the outpatient area, first floor North Building. Please bring your prescription card.

Paying for Your Care

(Lift/sync copy with Billing pages once finalized)

Patients are responsible for deductibles, co-payments and any unpaid portion of the bill. It is the policy of New York Eye and Ear Infirmary of Mount Sinai to receive payment at the time of service. Patients scheduled for surgery will be required to pay for services in advance unless they are fully covered by a commercial insurance carrier, Blue Cross, Medicaid or Medicare.

Patients must pay in advance for any portion of the fee not covered by insurance. Medicare pays 80% of the fee, and there is a deductible. The hospital will accept cash, certified checks, MasterCard®, VISA®, American Express® or Discover Card® as payment for hospital services.

Please be aware, services you receive during surgery will result in multiple bills. Other providers (i.e. surgeon, anesthesiologist, radiologist and pathologist) will be submitting a claim to your insurance carrier for services provided. You will be responsible for any

outstanding balance not covered by your insurance provider. If you have any questions, please ask one of our Registration team members or call the Financial Screening Office at 212 979-4311 or 4309 for verification or questions regarding your insurance coverage.

Thank you for choosing New York Eye and Ear Infirmary of Mount Sinai. It is our privilege to be your health care provider.

Directions and Parking

The main campus of New York Eye and Ear Infirmary of Mount Sinai (NYEE) is located at 310 East 14th Street in Manhattan. You can get to New York Eye and Ear Infirmary by car, subway, or bus.

By Subway

Take the 4, 5, 6, N, Q or R train to the Union Square station. Walk East to Second Avenue.

Or

Take the L train to the First Avenue station and walk one block west to Second Avenue.

By Bus

Take the M14 14th Street Crosstown bus to Second Avenue.

Or

Take the M15 Second Avenue bus to 14th Street.

By Car

From Long Island

Take the Long Island Expressway to the Queens Midtown Tunnel.

Follow the signs to Manhattan and make a right onto Second Avenue from 35th Street.

Take Second Avenue to 14th Street.

From Queens

Take the Queensborough Bridge to 59th Street and Second Avenue. Stay on Second Avenue to 14th Street.

Or

Take the Long Island Expressway into the Midtown Tunnel, and then follow the signs to 35th Street. Take Second Avenue to 14th Street.

From Brooklyn

Take the BQE to the Williamsburg Bridge. Stay in the right lane until you get to Allen Street. Make a right on Allen Street and follow it to 14th Street. Make a left on 14th Street to Second Avenue.

Or

Take the Brooklyn Bridge to FDR Drive North. Take the 23rd Street exit, and then follow 23rd Street to Second Avenue. Make a left onto Second Avenue to 14th Street.

From The Bronx

Take the Harlem River Drive to the FDR Drive. Stay on FDR Drive until the 23rd Street exit, continue south on the service road to 14th Street. Make a right on 14th Street to Second Avenue.

From Staten Island

Take the Verrazano Bridge to the Brooklyn Battery Tunnel. Then take FDR Drive North to the 23rd Street exit. Follow 23rd Street and make a left on Second Avenue to 14th Street.

From New Jersey

Take the George Washington Bridge to Harlem River Drive to FDR Drive. Take FDR Drive South to the 23rd Street exit. Follow 23rd Street and make a left on Second Avenue to 14th Street.

Or

Take the Lincoln Tunnel into Manhattan and follow signs to 43rd Street and Ninth Avenue. Make a right on Ninth Avenue and follow it to 14th Street. Make a left on 14th Street to Second Avenue.

Parking

Parking is very limited around New York Eye and Ear Infirmary; however it is available in commercial parking lots in the area. NYEE has made arrangements for a parking discount with these parking garages:

Icon Parking

329 East 21st Street, between First and Second Avenues.

Indoor Parking, Open 24 hours, 212-473-0400

NYEE Rate:

Cars Only — *Park up to 12 hours — Customer pays \$15.00*

Vans and SUVs — *Park Up to 12 hours — Customer pays \$27.00*

Tax Included

Little Man Parking

220 East Ninth Street, between Second and Third Avenues.

Indoor Parking, Open 24 hours, 212-979-5708

NYEE Rate:

Cars Only — *Park up to 12 hours — Customer pays \$15.00*

Vans and SUVs — *Park Up to 12 hours — Customer pays \$24.00*

Tax Included

Parking Discount

Discounted parking is available for employees, patients, and visitors. To obtain the discount, validate your parking ticket with the security staff at the Information Desk in the lobby.