

# Surgical waiting area visitor guide

## Welcome to the surgical waiting area

Waiting for a family member or friend who is undergoing surgery can be a stressful time. At Henry Ford Macomb Hospital, we recognize the importance of family and friends in the care and healing process.

To provide you with appropriate updates, we have established two waiting areas, depending on whether surgery occurs in our first floor Surgery and Endoscopy Center or in our second floor Surgery Center, Cardiac Catheterization Lab/Interventional Radiology Department. Family and friends who are waiting for patients undergoing surgery, including those who are already assigned a hospital room, should wait in the designated area.

It is important that you sign in at the reception desk when you first arrive in the waiting area. We will ask for a contact number (cell phone) so that you may leave the area during your loved one's surgery.

If you do leave the waiting area, please let the concierge know so that we may contact you if necessary. A coffee bar is located in the Main Lobby of the hospital and the cafeteria is located on the second floor.

## Cafeteria hours

### • Weekdays

Breakfast	Lunch
6:30 – 10:30 a.m.	11 a.m. – 2 p.m.
Lite Fare	Dinner
2 – 4:30 p.m.	4:30 – 6:45 p.m.

### • Weekends and holidays

Lite breakfast	8 – 10:30 a.m.
Lunch/Dinner	11 a.m. – 6 p.m.

## General guidelines

- Children 17 and under must be accompanied by an adult.
- Henry Ford Macomb Hospital is tobacco free campus. No smoking is allowed anywhere on the hospital property.
- Anyone who is ill or who has symptoms of illness such as coughing or fever should not accompany the patient to the hospital and will not be permitted in the pre- and post-op areas or be allowed to remain in the waiting area.

## Before surgery (pre-op)

Visitors are only permitted in the pre-op area in special circumstances.

We ask that only one designated family member sit in the waiting area. Please do not bring food into this area; our patients have been fasting before surgery and having these items in the area may make them uncomfortable.

## Following surgery (post op)

Following surgery, the surgeon will call you in the waiting area to discuss the surgery. This is a great time to ask any questions you may have. Having your questions in writing will help you get the information you need.

Each patient's recovery time is different. Once the physician has spoken to family members, it could be up to two hours before the patient recovers. If it has been more than two hours since you spoke with the physician or a nurse, check in with the concierge to find out the recovery status of the patient.

Visitors are only permitted in the post-op area in special circumstances.

**Pediatric patients:** Parents/legal guardians will be brought back to the post op area as soon as the patient is awake and comfortable.

**Patients admitted the same day as the surgery or those who are already in the hospital:** Following the procedure and recovery, visitors will be contacted with the room number assigned to the patient.

## Status board

Each surgical and endoscopy patient is assigned a number when they check in for surgery. A staff member will write your loved one's number in this box for easy reference.

Using this number, you can review the status board in the surgical waiting room to check on the location of your family member.

**Please note:** The time of entry into each unit (pre-op, procedure or PACU) is approximate. If you have a question, please feel free to ask the concierge.