

## Surgical Services Patient Journey



Check-in for surgery



Patient goes back to prep for surgery

*(Estimated time: 40-60 mins)*



One guest allowed to go back and wait with the patient prior to surgery



Patient goes into surgery

Patient Tracking # for progress update:

\_\_\_\_\_

Estimated Surgical Time:

\_\_\_\_\_



Recover from anesthesia in the PACU

*(Estimated minimum time: 2 hours)*



Move to active recovery or to a floor unit

*One guest is allowed to wait with patient*



Go home!

*Follow discharge instructions from nurse*

## Thank you for choosing UI Health

We know that choosing where to have surgery is a big decision. It has been a pleasure serving you and your loved one and being a part of your healthcare experience. Our goal is to provide compassionate, high-quality healthcare.

## We want to improve, and you can help

About a week after your visit you will receive a survey from UI Health asking about your experience. We ask that you take a few minutes to fill out the survey. We welcome your feedback as your experience is extremely important to us and will help us in our efforts to provide truly exceptional healthcare.

If you do not feel that we met your expectations, please feel free to contact the Patient & Guest Experience Office at **312.355.0101**.

### IMPORTANT PHONE NUMBERS

Liaison: **312.355.4573**

Follow up clinic appointments:  
**866.600.2273**



Welcome to

# SURGICAL SERVICES



## Commitment to Excellence

Thank you for letting us serve your surgical needs. The surgical areas include the Preoperative Unit, the Operating Room (OR) and Recovery Room (Post Anesthesia Care Unit or PACU).

Our goal is to provide excellent care. Please let us know how we can help you.



## Frequently Asked Questions

### Where do I wait while the surgery is in process?

Family members and friends will be directed to the Surgery Waiting Area on the first floor. To help keep you informed, a liaison is available to answer questions. You may reach the liaison at **312.355.4573**. If you see this number on your caller ID please answer. The liaison is trying to reach you to provide updates regarding your loved one's progress.

### Where can I eat?

The cafeteria and the coffee shop are located on the 1st floor of the University of Illinois Hospital, located just across the street from the Specialty Care Building. The coffee shop is available 24 hours a day. UI Health is located in the heart of Little Italy. There are a variety of restaurants just east of the hospital on Taylor Street.

### What happens after surgery?

The surgeon will give you a call or meet you in a consultation room. At this time, your loved one is often still in the operating room or being transferred to the recovery room. After you meet with the surgeon please return to the Surgery Waiting Area while your loved one recovers. Your loved one will be in recovery for approximately two hours. After that time, you will be notified that your loved one is ready to leave the facility.



### Will I be able to visit my loved one in the Recovery Room?

Because of patient privacy and infection control measures, visitors are not allowed in the Recovery Room. However, at times parents or legal guardians may be allowed to visit their child as they wake up from surgery. The Recovery Room nurse will contact family members when this occurs.

### Possibility of Delay

We try to make sure your loved one's surgery happens on time, but sometimes unexpected delays may occur. Our staff will keep you updated about delays. If you have questions about a delay, please ask and we would be happy to assist you.