

## Keeping updated on the patient

### *Will I be able to see the patient before he/she goes into surgery?*

In most cases, visitors are given the opportunity to see the patient 45-60 minutes after the patient enters Pre-Op. Once the patient has been taken into surgery and you leave the Pre-Op area, please return to the lounge to inform the volunteer of your plans.

### *How long will the patient be in recovery?*

Each patient recovers at a different pace. The average time is 1-1/2 to 2 hours. Certain circumstances may keep the patient in recovery longer than expected. The volunteers will work to keep you informed.

### *Will the doctor talk to me after the surgery?*

Generally, the doctor will try to see you as soon as the surgery is complete. You will meet with the surgeon in a private, quiet setting. This is to respect your privacy. A Scottsdale Healthcare patient care team member will contact you and escort you to this room when the surgery is almost done. A cell phone number is the preferred method of contact. Please be aware that physicians usually have multiple surgeries and will not be able to wait for you if you are away from the area.

### *When will I find out what room the patient will be in?*

Room assignments are generally made once the patient is ready to be released from the Recovery Room area. As soon as volunteers are provided with the room assignment, you will be notified of the appropriate time for you to go to the room. Please note that patient may have to remain in the recovery room area until a bed is available. If this takes an extended time, every attempt will be made to move the patient to a location where family members may briefly visit.

### *Do heart patients recover in the same area as other surgeries?*

Heart patients go directly to the Intensive Care Unit or ICU to recover. After you have spoken with the surgeon, you will be asked to wait in the lounge closer to the ICU. A nurse will tell you the room number and approximate time you may visit the patient. Volunteers will not have this information.



Scottsdale Healthcare Shea  
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shc.org

# Frequently Asked Questions

For Families and Friends of Surgery Patients



## Using a Patient and Family Lounge

### *What should I expect after the volunteer takes me to a Patient and Family Lounge on the 2nd floor?*

If a Scottsdale Healthcare patient care team member is not present, please be seated and remain in the area until someone arrives to assist you. If you have been waiting 30 minutes or longer, dial extension 33759.

### *What happens if there is no volunteer at the desk when I need information?*

Volunteers normally staff the lounge desk from 8 a.m.-8 p.m., Monday-Friday and from 8 a.m.-12 p.m. on Saturday. However, there are times when the desk is not staffed. If you need assistance and cannot find a volunteer, please use an in-house telephone and dial extension 31446 to reach a staff member in the Recovery Room area. From an outside line, you may dial 480-323-1446.

### *Can I leave the lounge area during surgery?*

You may leave, but please check out/in with the volunteers at the desk. It is very important that we have a way to contact you. Please give the volunteer your cell phone number and keep your phone turned on.

### *What should I do with the patient's personal clothing or suitcases?*

Please keep these items in your vehicle until a room has been assigned. If the lounge is filled, it is difficult to find space for personal belongings. Additionally, volunteers cannot be responsible for watching personal items while you are visiting the Pre-Op area or cafeteria.

### *Are large groups allowed in the lounge areas?*

If you have a large group waiting during surgery, please wait in the lobby areas of the Women's Diagnostic Center on the first floor. Remember to give your cell phone number to a volunteer in the lounge so you can be contacted when necessary.

## Hospital rules and services

### May I use my cell phone in the hospital?

Yes. In consideration of others, please use it near a window in the hallway, which will also provide better reception. Please keep your phone on vibrate while sitting in the lounge.

### Can I use my laptop in the hospital?

Wireless Internet access is provided free throughout the hospital as a courtesy. No password is necessary. Simply open your browser and accept SHC as your Wi-Fi connection.

### When are visiting hours?

As a patient-family centered hospital, Scottsdale Healthcare Shea allows you to visit the patient at any time. After 8 p.m., enter the hospital through the main entrance only. Security will take your information and give you a visitor's badge.

### Is there a place to eat in the hospital?

There are two main areas to purchase food. One is the cafeteria (from the lounge, take the turquoise elevator to the 1st floor and turn right). Another option is Baguette's, located near the front of the hospital (across from the registration area). There are also vending machines in the lounge area. As a courtesy to patients who are fasting pre-surgery, please eat outside of the patient waiting areas.

#### Cafeteria hours:

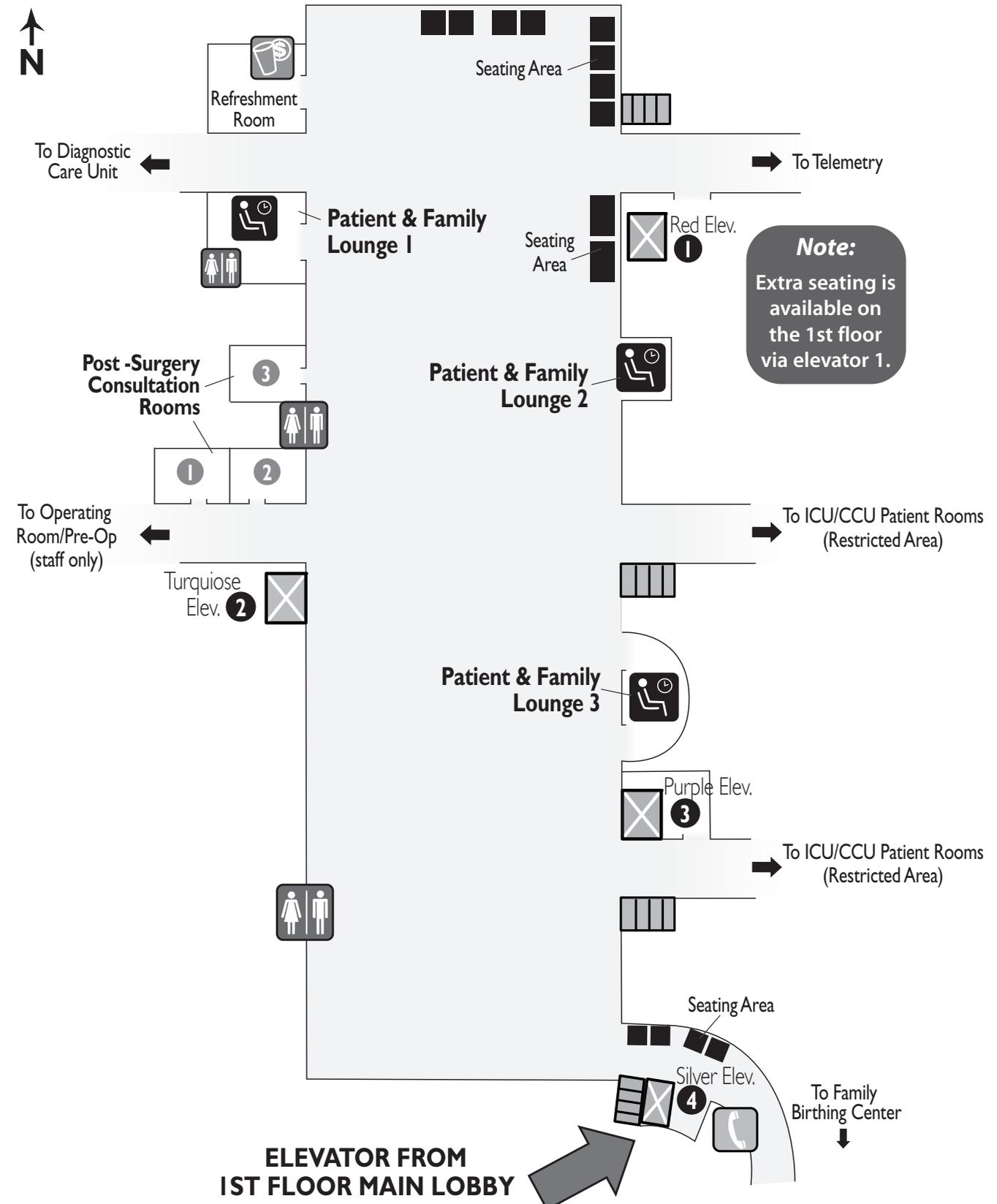
<b>The Grill:</b> 6 - 10 a.m.	11 a.m.-2 p.m.	<b>Chef's Selections:</b> 11 a.m. - 1:30 p.m.
3 - 7 p.m.	11 p.m.-2:30 a.m.	Monday-Friday
7 days a week		

#### Baguette's hours:

7 a.m. - 8 p.m., 7 days a week  
Serving soup, salads, sandwiches and Starbucks coffee

## Scottsdale Healthcare Shea

2nd Floor



LEGEND

