



AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

WELCOME TO AMBULATORY CARE

Welcome to the Ambulatory Care Unit at St. Joseph's Hospital-Highland! St. Joseph's Hospital is a Catholic organization committed to being the primary healthcare resource for the community through excellence in care and compassion in service.

What to expect while in our care:

Check in

- A friendly staff member will introduce himself or herself and have you change into a hospital gown. Please remove all jewelry and dentures. All staff should introduce themselves and their role in your care. Eye glasses will be removed before going to the OR.
- A nurse will review your past medical history and your medications with you, as well as obtain informed consent for your procedure.
- A staff member will be taking your vital signs. These include blood pressure, pulse, O2 saturations, temperature, and pain level. You will be asked to rate your pain on a 0-10 scale. Zero is no pain and 10 is the worst pain. Your pain needs will be addressed by your nurse. Every effort will be made to make sure your pain needs are met.
- An IV will be started. You can choose to use Lidocaine, which numbs the area and makes the IV process more comfortable. Our nurses are competent at IV starts but occasionally the IV start is unsuccessful. If this occurs, another nurse will be called for additional attempts.
- We care about your safety. Staff involved in your care will ask you to state your name and birth date on multiple occasions prior to procedures and medication administration for your safety.
- We care about cleanliness and every effort is made to make our hospital clean for your comfort and safety.
- We respect your time. In any surgery department there can be unforeseen delays, but you will be informed of these delays should they occur. Every effort will be made to make your hospital experience worth your time.
- All your questions and concerns should be and will be answered prior to your procedure. If at any point you have additional questions for your doctor or staff, we will do everything we can to make sure your questions are answered satisfactorily.

To the OR

- You will be taken to the OR in a surgical cart. From there, a surgical nurse will care for your needs in the operating room until after your surgery.

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- We are a teaching facility. Education is the foundation upon which medicine is built, and we make every effort to train to our highest abilities. There may be students involved in your care under the supervision of a skilled staff member. If ever you feel uncomfortable with this, it is your right to refuse student participation.

Recovery

- IV sedation can linger in the body, making people drowsy. Everyone is different, and no two people “wake up” in the same. Please call for a nurse before attempting to get up after your procedure. We care about your safety and will inform you of ways you can participate in making this a safe experience.
- You will spend about an hour recovering in your room where vital signs will be taken and your comfort needs addressed.
- Discharge instructions will be given to you and your family, and any questions that you may have will be addressed.
- You will be given a survey to complete at home at your convenience. We appreciate your business, and any input you give will be put to use to improve our processes.

Thank you for choosing St. Joseph’s Highland for your health care needs!