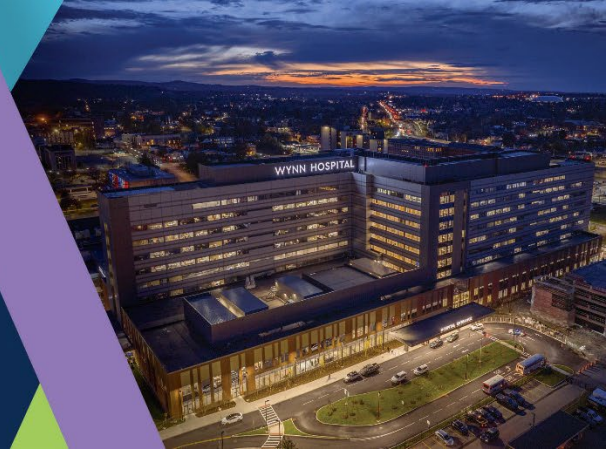


Just the Facts

MVHS & WYNN HOSPITAL

There's so much happening in healthcare in our region – at times it's hard to stay updated! That's why Just the Facts is being reinvigorated. This weekly publication, published on Tuesdays, will provide you with the latest information about MVHS and the Wynn Hospital!



TOPIC FOR TUESDAY, AUGUST 6, 2024:

Wynn Hospital Surgical Patient Experience

To help alleviate patient and family anxiety about a surgery or procedure, the team at the Wynn Hospital designed a unique surgical pathway and communications system.

If you are a patient coming for surgery or a procedure, here's what you can expect:

- After you valet park, you will be greeted by Guest Relations team members and escorted to the surgical waiting area.
- Once in the surgical waiting room, you will register and wait with your family member until it's time for you to begin the process for your procedure.
- In the waiting room, your family member is given a number that corresponds to a Status Board so that they can see what point you are at in your care. The Board will show the patient number and status as:
 - Pre-operative (this is when the patient is being prepped for surgery and usually takes one to 1.5 hours)
 - Surgery in Process (the pre-op nurse can give the patient or family member an approximate time for the length of the procedure)
 - Post-Anesthesia Care Unit (PACU) – Phase 1 (this is when the patient is starting to wake up from anesthesia and usually takes 30 minutes to one hour)
 - PACU – Phase 2 (this is the point at which patients are preparing to go home and their family member or support person can come in and visit; this usually takes between one and two hours).

And, family members can also receive patient updates via text!

- When it's time for your family to come see you, typically during PACU – Phase 2, they will be escorted to the recovery room.

Prospective surgical patients at the Wynn Hospital can also get an in-person or virtual tour – called CALM (Come and Learn More) – prior to their scheduled surgery. The MVHS surgical team will take patients through the entire process – from valet parking and check in, to touring one of the hospital's state-of-the-art operating rooms – and answer any questions the patient may have about the day of their surgery.

The tours can also be helpful for loved ones, who will be shown the waiting areas and Status Board. If you're interested in a tour, please call 315-917-8218. A virtual tour is also available for those not able to come in-person: <https://youtu.be/EclG4Twl-n8>. For more information, visit mvhealthsystem.org.