Hearing and Skull Base Surgery
Patient Guide
Welcome to the Center for Hearing and Skull Base Surgery at Swedish.

Our team is excited to care for you and your family as we work together to provide you with a positive and healing experience. Thank you for trusting us. Our goal is to get to know you, to care for your needs and the needs of your loved ones, and to ease your way through the sometimes difficult maze we call modern medicine.

Our Center offers the most advanced surgical techniques with leading-edge technologies, and nationally recognized professionals all working together to bring you the best treatment for hearing loss and chronic ear disease. We partner with the excellent professionals in your community to ensure a smooth transition as you return home. We built our practice in a way that brings together the resources and expertise to help any patient with any type of problem related to the ear and brainstem.

As you read through this packet of materials, please make note of any questions or concerns. We are here to provide you with answers and solutions you need to choose the best treatment plan.

Thank you for coming to the Swedish Neuroscience Institute for your health-care needs.

Sincerely,

Douglas D. Backous, M.D., FACS
Medical Director, Center for Hearing and Skull Base Surgery
www.swedish.org/Physicians/Douglas-Backous
## Important Swedish Medical Center Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Center for Hearing and Skull Base Surgery</td>
<td>206-320-4488</td>
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<tr>
<td>Inn at Cherry Hill</td>
<td>206-320-2164</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:InnAtCherryHill@swedish.org">InnAtCherryHill@swedish.org</a></td>
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<td>Outpatient Pharmacy at Swedish/Cherry Hill</td>
<td>206-320-2699</td>
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<td>Care Coordination (Discharge Planning)</td>
<td>206-320-2760</td>
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<td>Health Information Management (Medical Records)</td>
<td>206-320-3850</td>
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<tr>
<td>Swedish/Cherry Hil Information</td>
<td>206-320-2000</td>
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<td>Interpreter Services</td>
<td>206-215-2362</td>
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*We provide qualified medical interpreters free of charge for patients needing language interpretation and patients with hearing loss at Swedish. Patients, family members and Swedish staff can request interpreters 24 hours a day, seven days a week.*
Accommodations: The Inn at Cherry Hill
Swedish Medical Center Cherry Hill

The Inn at Cherry Hill helps families to be together during difficult times to foster the healing process. It can assist you if you need a “home away from home.” It is open to patients, family and loved ones of patients from all Swedish campuses.

It is located on the 5th floor of the West Tower of the Cherry Hill Campus. The 5th Floor West Tower is a non-medical floor. No care can be provided by nurses or doctors on this floor.

The Inn can be of service by providing:
• A place to stay close by for family members and loved ones
• A supportive environment with easy access to hospital services
• A comfortable and economical place to stay
• A home-base to keep contact with your family and friends
• A place to turn to in a crisis situation
• A place to stay if you are a patient and must arrive the day before being admitted to Swedish for care

Room rates:
• $70 for the twin-bedded rooms
• $80 for the three-bedded rooms

The Inn has 29 rooms:
• 22 rooms with two single beds
• Seven rooms contain three single beds for larger families
• All rooms have a private bathroom with shower, a television and telephone

The Inn at Cherry Hill also offers:
• A shared common kitchen area
• A dining room
• A laundry room complete with detergent at no extra charge
• Coffee available throughout the day
• For a nominal fee, a fax machine is available for sending and receiving faxes
• Financial assistance: Please contact Coordinated Care/Social Work at 206-386-3609

Location
Cherry Hill Campus
500 17th Avenue
Seattle WA 98122
T 206-320-2164
F 206-320-3526
Email: theinnatcherryhill@swedish.org
www.swedish.org/theinn

Office Hours
Monday-Friday: 8 a.m.-4 p.m.
Saturday-Sunday: 9 a.m.-1 p.m.
Holidays: Closed
Non-office hours: Contact Cherry Hill Main Admitting at 206-320-2414
Innkeeper: Paul Rittierodt
Weekend innkeeper: Melina Orvichyan
Answers to Frequently Asked Questions

Q. How are the rooms set up and what are the charges?
A. Rooms with two single beds are $70 per night (including tax). Rooms with three single beds are $80 per night (including tax). (Rates effective 4/1/10)

Q. What other amenities are in the rooms?
A. All rooms are former patient rooms that have been newly renovated. All rooms have cable television, telephone, alarm clock, a bathroom with a shower and Wi-Fi.

Q. Are there other services on the floor?
A. We have a common kitchen area with a microwave and a refrigerator for all to use. There is also a complimentary laundry area with laundry soap at no charge.

Q. How do I find the Inn?
A. We are located at Swedish Cherry Hill, 500 17th Avenue, fifth floor of the west tower. The Inn is less than one mile from Swedish/First Hill on Broadway.

Q. Where do I park?
A. Parking is available in the hospital parking garage on 16th Avenue. The Inn coordinator will give you a voucher to receive a discounted rate of $10 per day, which is paid to the parking attendant upon leaving the garage. There are no in-and-out privileges.

Q. Is there transportation between campuses?
A. Yes. The hospital provides a courtesy shuttle between the First Hill and Cherry Hill campuses, Monday through Friday, 7 a.m.-5:30 p.m. It leaves from the main entrance of each campus every 40 minutes and takes about 15 minutes to travel between campuses. See the Inn coordinator for a shuttle schedule.
Guide to
Seattle Transportation and Weather

Transportation

Taxi Services
If you take a taxi, please let your driver know you would like to go to:
Swedish Cherry Hill
550 17th Avenue
Yellow Cab
206-622-6500
http://www.yellowtaxi.net/
Credit card or cash only
Orange Cab
206-522-8800
http://www.orangecab.net/
Credit card or cash only
Farwest Taxi
206-622-1717
http://www.farwesttaxi.net/
Accepts Alaska Medicaid vouchers

Please Refer to your “Alaska Medicaid Recipient Services” Brochure
When you need to be seen in another community, your health-care provider will call First Health Services Corporation and describe why travel is needed.

Call the Alaska Medicaid Recipient Helpline at 1-800-780-9972 before leaving Alaska. You will be given a paper voucher to show the cab driver.

Traveling by Taxi
• Use of the taxi voucher in your home community is not authorized. Medicaid does not cover a ride to the airport in your home community.
• Once you arrive in the community where you will receive health care, the taxi vouchers can be used to travel from the airport to your place of lodging, medical appointments, referrals for medical services and back to your place of lodging and the airport.
• Taxi vouchers cannot be used for personal travel such as visiting family or friends or for shopping.
• Using a Medicaid taxi voucher for travel other than from the airport to your place of lodging, medical appointments, referrals for medical services and back to your place of lodging and the airport is an erroneous benefit and must be paid back to Health and Social Services.

Travel Tips
Traveling to another community for health care can be a stressful time, especially when you or a loved one is not feeling well. Here are some travel tips to help make the trip more pleasant:
• Be sure that your travel has been approved and properly booked before you go. Medicaid cannot pay for travel, taxi rides or a hotel room that was not properly authorized.
• Prepare to travel only for the length of time needed to complete your appointment. Medicaid cannot cover weekends or extra days that are not related to your medical care.
• Bring personal identification and bring your Medicaid coupons or Denali KidCare Card. You are responsible for giving a coupon or showing your card for all your appointments.
• Bring some money for things that are not covered by Medicaid. Medicaid cannot cover room service, tips, phone calls, pay-per-view movies, movie rentals or other extra services. If you order these things, you will need to pay for them.

If you have any questions about how to use Medicaid travel benefits, please call the Recipient Helpline.

Seattle Metro
Bus Route and Schedule Information: 206-553-3000 (automated)
Customer Service: 206-553-3060
Cash only
Plan your trip and/or view timetables online at:
http://metro.kingcounty.gov/ (continued)
Information on Seasonal Weather in Seattle and Clothing Suggestions

**Wardrobe Advice for Seattle**

“Outerwear is essential in Seattle. If you are planning to go to Seattle in spring, winter or fall, you will want to bring along a raincoat and an umbrella. If you go in winter, plan to bring a waterproof winter coat and waterproof boots. Two pairs of gloves, two scarves and two hats are advisable also. By having the second of each, you can allow them to dry if they become wet and still be protected from the elements.

Summers are warm and relatively dry in Seattle. Bring lots of lightweight clothing, shorts, T-shirts, tank tops, summer dresses and the like. Sandals or comfortable shoes are also a good choice. Flip-flops are a popular choice unless you plan to do a lot of walking. Bring along a sweater or long-sleeved shirt for inside in case the air conditioning in public places makes it too cold.”

Written by admin. Posted in *What to Wear*

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**Monthly Averages for Seattle, Washington**

The Weather Channel
http://www.weather.com/weatherwxclimatology/monthly/graph/USWA0395

*Temperature in degrees Fahrenheit*

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<td>53</td>
<td>47</td>
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<td>36</td>
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Additional Accommodation Options

Apartment Hotels

**Baroness Apartment Hotel**  
1005 Spring St.  
206-583-6453  
Toll-free: 1-800-283-6453

**Belltown Inn Apartments**  
2301 3rd Ave.  
206-529-3700  
Website: www.innapt.com

**Capitol Steps**  
1633 Bellevue Ave.  
206-223-1336  
Email: capitlstps@aol.com

**First Hill Apartments**  
400 10th Ave.  
206-621-9229  
Toll-free 1-800-571-0848  
Email: firsthillapts@yahoo.com

**Inn at Cherry Hill**  
500 17th Ave.  
206-320-2164  
Email: InnAtCherryHill@swedish.org

**Inn at Virginia Mason**  
1006 Spring St.  
206-583-6453

**Pan Pacific**  
2125 Terry Ave.  
206-264-8111  
Website: www.seattle.panpacific.com

**Residence Inn by Marriott**  
800 Fairview Ave. N.  
206-624-6000  
Toll-free: 1-800-331-3131  
Website: www.residenceinn.com/sealu

**Seattle Suites**  
1400 Hubbell Pl.  
206-232-2799  
Email: seattlesuites@hotmail.com

**Silver Cloud Hotel**  
1100 Broadway  
206-325-1400  
Toll-free: 1-800-590-1891  
Website: www.scinns.com/broadway.htm  
(see further information on the following page)

**Sorrento Hotel**  
900 Madison Street  
206-622-6400  
Toll-free 1-800-426-1265  
Website: www.hotelsorrento.com

**Vermont Inn – Apartments**  
2721 4th Ave.  
206-441-0101  
Toll-free: 1-800-441-5805  
Email: vermont@pacifier.com
Kid-Friendly Restaurants

CAPITOL HILL
Boom Noodle
1121 E. Pike St.
206-701-9130

Café Flora
2901 E. Madison St.
206-325-9100

Café Presse
1117 12th Ave.
206-709-7674

Coastal Kitchen
429 15th Ave. E.
206-322-1145

Marjorie
1412 E. Union St.
206-441-9842

Olympia Pizza & Spaghetti House III
516 15th Ave. E.
206-329-4500

Poppy
622 Broadway E.
206-324-1108

Restaurant Zoe
1318 E. Union St.
206-256-2060

Vios Café & Market Place
903 19th Ave. E.
206-329-3236

Volunteer Park Café
1501 17th Ave. E.
206-328-3155

OTHER SEATTLE LOCATIONS
All Purpose Pizza
2901 S. Jackson St.
206-324-8646

Blueacre Seafood
1700 7th Ave.
206-659-0737

Buca Di Beppo
701 9th Ave. N.
206-244-2288

C J's Restaurant
2619 1st Ave.
206-728-1648

Chandler's Crabhouse
901 Fairview Ave. N.
206-223-2722

Cheesecake Factory
700 Pike St.
206-652-5400

Etta's
2020 Western Ave.
206-433-6000

Five Spot
1502 Queen Anne Ave. N.
206-285-7768

Il Fornaio
600 Pine St., Suite 132
206-264-0994

Ivar's Acres of Clams
1001 Alaskan Way
206-587-6500

Local 360
2234 1st Ave.
206-441-9360

Madrona Eatery & Ale House
1138 34th Ave.
206-323-7807

Mama's Mexican Kitchen
2234 2nd Ave.
206-728-6262

'Ohana
2207 1st Ave.
206-956-9329

Red Robin
1101 Alaskan Way
206-623-1942

Sport Restaurant & Bar
140 4th Ave. N.
206-404-7767

Tulio
1100 5th Ave.
206-624-5500

Uptown China Restaurant
200 Queen Anne Ave. N.
206-285-7710

Zeeks Pizza
419 Denny Way
206-285-8646
Seattle-Area Tourist Attractions

**Argosy Blake Island Cruise**
Pier 55
888-623-1445
See website or call for times
www.argosycruises.com

**Argosy Harbor Cruise**
Pier 55
888-623-1445
See website or call for times
www.argosycruises.com

**Argosy Lakes Cruise**
AGC Marina
1200 Westlake Ave. N.
888-623-1445
See website or call for times
www.argosycruises.com

**Argosy Locks Cruise**
Pier 56
888-623-1445
See website or call for times
www.argosycruises.com

**Boeing: Future of Flight Aviation Center & Tour**
Reservations: 360-756-0086
Mukilteo, Washington
(25 miles north of Seattle)
www.futureofflight.org

**Century Link Field** *(Home of the Seahawks)*
800 Occidental Ave. S.
206-381-7555
See website or call for tour times
www.centurylinkfield.com

**Experience Music Project** *(EMP)*
325 5th Ave. N., Seattle
206-770-2700
www.empmuseum.org

**Henry Art Gallery**
15th Ave. N.E. and 41st St.
206-543-2280
Wednesday, Saturday and Sunday: 11 a.m.-4 p.m.
Thursday and Friday: 11 a.m.-9 p.m.
www.henryart.org

**Pacific Science Center**
200 2nd Ave. N.
206-443-2001
Monday, Wednesday, Thursday and Friday: 10 a.m.-5 p.m.
Saturday and Sunday: 10 a.m.-6 p.m.
www.pacificsciencecenter.org

**Pike Place Market**
1st and Pike St.
206-682-7453
www.pikeplacemarket.org

**Recycled Cycles Bike Rental**
1007 N.E. Boat St./
1109 N. 35th St.
206-547-4491/206-397-4286
Monday-Friday: 10 a.m.-8 p.m.
Saturday and Sunday:
10 a.m.-6 p.m.
www.recycledcycles.com

**Safeco Field** *(Home of the Mariners)*
1250 1st Ave. S.
206-346-4287
See website or call for tour times
www.mariners.com

**Seattle Bug Safari**
1501 Western Ave., Suite 304
206-285-2847
Monday: times vary per season
Tuesday-Saturday: 10 a.m.-6 p.m.
Sunday: 11 a.m.-5 p.m.
www.seattlebugsafari.com

**Seattle Great Wheel** *(Ferris Wheel)*
206-623-8607
www.seattlegreatwheel.com

**Seattle Monorail Services**
Runs between Space Needle and Westlake
206-905-2600
Monday–Thursday:
7:30 a.m.-9 p.m.
Friday: 7:30 a.m.-11 p.m.
Saturday: 8:30 a.m.-11 p.m.
Sunday: 8:30 a.m.-9 p.m
www.seattlemonorail.com

**Space Needle**
400 Broad St.
206-905-2100
Monday–Thursday:
10 a.m.-9:30 p.m.
Friday and Saturday:
9:30 a.m.-10:30 p.m.
Sunday: 9:30 a.m.-9:30 p.m.
www.spaceneedle.com

**The Center for Wooden Boats**
1010 Valley St.
206-382-2628
See website or call for times
www.cwb.org

**Underground Tour**
608 1st Ave.
206-682-4646
See website or call for tour times
www.undergroundtour.com
Woodland Park Zoo
601 N. 59th St.
206-548-2500
Oct. 1-Apr. 30, daily:
9:30 a.m.-4 p.m
May 1-Sept. 30, daily:
9:30 a.m-6 p.m.
www.zoo.org

World’s Greatest Seattle Walking Tour
206-405-0008
See website or call for tour times and start locations
www.theseattlewalkingtour.com

CAPITOL HILL AREA
Cal Anderson Park
Between Nagle Pl. and 11th Ave. and between E.
Pine St. and
E. Denny Way

Capitol Hill Block Party
See website for locations and times
Friday, July 20, 2012-Sunday, July 22, 2012
www.capitolhillblockparty.com

Elliott Bay Books
1521 10th Ave.
206-624-6600
Monday-Thursday: 10 a.m.-10 p.m.
Friday-Saturday: 10 a.m.-11 p.m.
Sunday: 10 a.m.-9 p.m
www.elliottbaybook.com

Jimi Hendrix Statue
1798 Broadway
Corner of Broadway E. and E. Pine St.

Lake View Cemetery
(Home of Bruce Lee’s Grave)
Between Federal Ave. E. and 15th Ave. E. and
between E. Galer St. and E. Howe St.
206-322-1582

Madison Park
Between 42nd Ave. E. and Lake Washington
and between E. Blaine St. and E. Madison St.

Washington State Park Arboretum
2300 Arboretum Dr. E.
206-543-2100
depts.washington.edu/uwbg/gardens/wpa.shtml

Volunteer Park
Between Federal Ave. E. and 15th Ave. E. and
Between E. Prospect St. and E. Galer St.
206-684-4555
Patient and Visitor Information

During Your Stay
Your comfort and peace of mind is of the utmost importance to us here at Swedish. From top-notch, experienced inpatient physicians to compassionate chaplains, we’re here to make sure your stay is as healing and as restful as possible. Here you’ll find a list of patient services available to you during your stay with us.

Interpreters
We have interpreters for our patients who speak little or no English or have sensory or speech impairments. If you need assistance, please let our staff know and we can arrange this service for you at no additional cost.

Comfort and pain management
Each patient’s pain threshold is unique. The type of pain you feel may not be the same as someone else’s. To help us find a solution to make you more comfortable, we may ask you to rate your pain on a scale of zero to 10, where zero equals no pain and 10 equals the worst. Also be sure to tell the staff about any pain that won’t go away.

Inpatient physicians available 24/7
Your primary or specialty care physician may ask our hospitalist team to help care for you during your hospital stay. This experienced team assures that you receive care when your own physician is not available. Swedish hospitalists are available onsite 24/7 at each Swedish Medical Center location. The team includes adult hospitalists, who are board-certified in internal medicine; and pediatric hospitalists, who are board-certified in the care of children.

Because they devote 100 percent of their time to managing hospitalized patients, these specialized physicians are experts at caring for even the most complicated medical cases. Our hospitalist team makes sure your care is coordinated with your primary care physician or other specialists to meet your unique needs during and after your stay.

Help with difficult decisions
Sometimes patients or their families are faced with making difficult treatment decisions. Our ethics committee is available for consultation if you or your family would like help. Please ask your nurse for more information.

Chaplains
Chaplains are available 24/7 to all Swedish patients. Chaplains of specific denominations or religions are always on call and available by special request.

To request a chaplain before 5 p.m. on weekdays, call:
- Swedish First Hill and Swedish Ballard
  206-386-2082
- Swedish Cherry Hill
  206-320-2288

After 5 p.m. and on weekends, call:
- Swedish First Hill and Swedish Ballard
  206-386-6000
- Swedish Cherry Hill
  206-320-2000

Discharge information
Before you leave, your physician will write your discharge order and your nurse will give you written instructions for your care at home and for taking any prescribed medications. A one-week medication supply can be filled at the hospital pharmacy. Checkout time is at 11 a.m. Please be aware that from 11 a.m. to 6 p.m., you’ll be charged partial-day occupancy and after 6 p.m., you’ll be charged for an extra day’s stay. When you’re ready to go home, a staff member or volunteer will escort you to the front entrance and help you into your car.

(continued)
Á la carte dining
Á la Carte dining service offers you a wide variety of menu selections delivered to your bedside on demand much like a hotel’s room service. At First Hill, service is available from 6:30 a.m. to 8:30 p.m. At Cherry Hill, Ballard and Issaquah, hours of service are 7 a.m. to 8 p.m.

Visiting hours
Visiting hours are flexible to accommodate family members and friends. Your visitors are invited to talk with a nurse about the best time to visit. If there’s a specific time when you don’t want visitors, your nurse can convey that message for you.

Smoke-free environment
All Swedish locations are smoke-free. This means smoking is not allowed on Swedish property, owned or leased, including parking garages and lots. While you’re a patient at Swedish, you won’t be allowed to smoke during your stay. Our policy is intended to protect your health and ensure your safety while you are in our care.

Nicotine-replacement therapies such as gum or patches are available, as allowed by your physician, and can be billed to your insurance.

Swedish Health Channel
The Swedish Health Channel includes more than 100 different health-education videos ranging in topics from heart disease to breastfeeding to smoking cessation. Patients can access the channel 24 hours a day from the TV in their room.

To see what’s available and select a program, follow these steps:
• Turn on your television
• At the Ballard campus, pick up your phone and dial 16311; for the First Hill or Cherry Hill campus, pick up your phone and dial 66500
• Follow the voice prompts that correspond with the television menus
• When prompted, enter the last five digits of your patient room phone number: If you don’t know your patient room phone number; dial one of the following generic numbers
  - Cherry Hill: 44444, 55555, 66666
  - First Hill and Ballard: 77777, 88888, 99999
• Select your video from the television screen list
• When your video begins, hang up the phone
Getting to Cherry Hill

Driving Directions

From the South
Take I-5 northbound to the James Street Exit (164). Turn right (east) on James Street. James will become Cherry Street. Turn right (south) on 18th Avenue. Turn right on Jefferson (west). Turn right into the main entrance (north).

From the North
Take I-5 southbound to the James Street Exit (165A). Turn left (east) on James Street. James will become Cherry Street. Turn right (south) on 18th Avenue. Turn right on Jefferson (west). Turn right into the main entrance (north).

Parking
Short-term parking is available in the Plaza Garage. Enter from the main driveway.

Long-term parking is available in the 16th Avenue Garage, on 16th Avenue. From the main entrance of the hospital, turn right on Jefferson (west). Turn right on 16th (north). The garage entrance is up the block on the left.

Valet parking is available at the main entrance.
From the Ferry Terminal to Swedish Cherry Hill

On exiting the ferry terminal turn RIGHT on Alaskan Way
Drive 4 blocks and turn LEFT on South King Street
Drive 1 block and turn LEFT on 1st Avenue South
Drive 4 blocks and turn RIGHT on Yesler Way
Drive 0.8 miles and turn LEFT on 12th Avenue South
Drive 5 blocks and turn RIGHT on East Jefferson Street
Drive 4 blocks and turn LEFT onto 16th Avenue South
The Swedish Cherry Hill parking garage is on your LEFT
From Swedish Cherry Hill to the Ferry Terminal

On exiting the Cherry Hill parking garage turn RIGHT
You are on 16th Ave South
Turn RIGHT on East Jefferson Street
Drive 4 blocks and turn LEFT on 12th Avenue South
Drive 5 blocks and turn RIGHT on Yesler Way
Drive 0.9 miles and turn RIGHT on Alaskan Way
Take first LEFT on Columbian Way
Turn LEFT on Alaskan Way
Turn RIGHT into the ferry terminal area
Travel Arrangements and Tips for DKC and Medicaid Patients

After you have scheduled your surgery appointments at the Cochlear Implant Center, contact Northern Hearing Services (NHS) to obtain vouchers for food, lodging and ground taxis. NHS will obtain approval for travel at this time and provide you with an authorization number so that you can schedule your flights.

**Flight**
First Health will schedule your flight for you. The state of Alaska contracts with a travel agency to manage non-emergency travel. Once transportation is approved, you will need to call the state travel office at 1-800-514-7123 to book your flight. You will need to give them your travel authorization number. Please ensure that your flight arrives no later than three hours prior to your pre-op appointment.

**Food/Lodging and Taxis:**
Once you have booked your travel, call 1-800-789-9972 to identify various businesses that accept the Alaska Medicaid vouchers. Below you will find hotels that typically accept the vouchers for lodging/food. In addition, you will find additional taxi companies that typically accept the taxi vouchers. Please double check that these businesses accept the vouchers when you book your accommodations.

**Lodging:**
- Children’s Hospital 206-527-5770
- Inn at Cherry Hill 206-320-2164
- First Hill Apartments 206-621-9229
- Hotel Nexus 206-365-0700
- Quality Inn and Suites 206-728-7666

**Taxis**
- Rainier Dispatch 206-292-0569
- Farwest Taxi 206-622-1717
COMMUNICATION ALERT

I have a hearing loss.
I use hearing aids* to hear.
(*My hearing aid(s) MUST BE WORN and turned on for me to hear you.)

Please face me and speak clearly.
If necessary, write for understanding.

Thank you!

Used with permission from: Hearing Loss Association of Washington
http://www.hearingloss-wa.org
I am hard of hearing. Please face me. Speak clearly.

Used with permission from: Hearing Loss Association of Washington  http://www.hearingloss-wa.org
Vision of the Patient Experience

At Swedish Medical Center/Cherry Hill Campus, we want you to have the best possible experience during your time here. We have set standards for ourselves to create a positive experience for you. Our goal is that each person we serve can describe their experience in the following way:

- I was cared for by a skilled, professional team.
- The staff recognized my individual needs, and I was confident that a member of the team was there to give the care and support I needed.
- I was involved in the decision and plans for my care, and I understood the results of my tests and treatments.
- I experienced high-quality care in a compassionate, healing environment.

This booklet will:

- Give you information about what to expect during surgery.
- Answer most of your questions about pre-operative and post-operative care.
- Teach you ways to feel better and recover faster after surgery.
- Help you plan your care after you leave the hospital.

Your doctor has scheduled you for surgery. This booklet will help you prepare for your surgery and for your recovery at home.

Questions

Begin by writing your questions in the space below. Ask anything that you or your family would like to know about your surgery or care.

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Pre-Admission Information

What to Bring to the Hospital

- This booklet
- List of medications — name, dose, how often you take the medication, when the last drug was taken
- Multiple dose inhaler if you have asthma
- Removable personal items, such as contact lenses, hearing aids, dentures and prosthesis
- Insurance cards and/or information for billing
- Inpatient only: slippers, comfortable clothes, book or magazine
No-Smoking Policy
- Swedish/Cherry Hill has a no-smoking policy for patients and family members.
- If you smoke, we strongly recommend that you stop smoking before your surgery.
- Smoking has a negative effect on your lung function, reduces your ability to fight infection and it robs your body of oxygen.

Tests Provide a Baseline of Information
Blood tests and X-rays may be done either at your doctor's office or during your pre-admission visit. If you have had an electrocardiogram within six months and specific lab tests within two weeks prior to your surgery, you may not need to have these tests repeated. Bring copies of any test results with you.

Blood Donation
- Discuss the possible need for blood with your doctor.
- If your doctor advises, call the Puget Sound Blood Bank at 206-292-6500 to arrange to donate your own blood. This blood will then be on standby during your surgery in case the need for blood occurs. This must be done well in advance.
- Call the Puget Sound Blood Bank at 206-292-6500.

If You Object to Blood Transfusion
- Communicate this information to your doctor.
- Contact the Advanced Bloodless Program for questions at 206-320-2358.

Organ Donation
- Do you have a donor card?
- Does your family and doctor know your wishes?
- If you want more information about organ donation, call 206-325-0489 (People’s Memorial Association).

Pathology Specimens
- You will not be allowed to take home any pathology specimens (bones, stones or tissue) from your surgery. The main reason is to protect you and your family from any infectious hazards.
The Day of Surgery

The Same Day Surgery Center

- The Same Day Surgery Center is located in the Swedish Medical Center/Cherry Hill Campus Professional Building at 16th Ave. and Cherry St. Please see the map in the back of this packet.
- You will be registered and escorted to a consultation room to review your medical history.
- You will change into a hospital gown.
- Your clothes will be labeled and stored in individual bags while you are in surgery.
- Most patients sit in a recliner while waiting for surgery. Some patients may lie on a stretcher.

Pre-operative Care Unit

- Before surgery, you will be moved to the Pre-operative Care Unit, located near the operating room.
- Your anesthesiologist will review your medical history and will meet with you before your procedure to discuss the anesthetic technique that is just right for you. The type of anesthesia used for a surgical procedure depends on the nature of the procedure, how long the surgery is expected to last, special requirements of the surgeon and patient’s physical condition and personal preferences. Here are some anesthesia options:
  - **Local anesthesia plus sedation:** Your surgeon places numbing medication directly into the area of the operation and the anesthesiologist provides relaxing medication through an intravenous infusion (I.V.).
  - **Regional anesthesia:** The numbing of a whole region of the body. For example, an “extremity block” is a type of regional anesthesia that results in temporary numbness of an entire arm or leg. “Spinal” and “epidural” anesthesias are regional anesthesia techniques for numbing of the abdomen, pelvis, legs and feet. Any regional anesthetic can be supplemented with intravenous sedation to assure that you are very relaxed during the surgical procedure.
  - **General anesthesia:** You are deeply asleep during the procedure with general anesthesia. General anesthesia involves the combination of intravenous and inhaled medications.

Intravenous Infusions (I.V. Lines) or Other Special Tubes

- Your doctor will determine the need for I.V. lines or any other special tubes.
- An I.V. line is a special plastic needle placed in a vein in your hand or arm.
- The most common line is an I.V. line to give you fluids, your medication or antibiotics.
- The most common tubes are a catheter to drain urine from your bladder, a gastric tube to drain your stomach, or a surgical drain from your incision.
- The tubes or I.V. lines are usually removed before you are discharged to your home.

Anesthesia Care

What is anesthesia?
Anesthesiology is the practice of medicine in which special drugs are used to cause your entire body — or part of your body — to be insensitive to pain. Anesthesia will enable you to tolerate a surgical or invasive medical procedure comfortably. Today’s anesthesia practices allow a greater degree of safety and comfort than ever before, enabling a smooth start to your healing and recuperation.

Who provides anesthesia?
Anesthesia care at Swedish Medical Center is provided by specialty-trained and board-certified physician anesthesiologists. They are trained to provide all types of anesthesia and in the delivery of intensive-care medicine. They are highly trained to anticipate and treat side effects of anesthesia and co-existing medical conditions. Some of our anesthesiologists have special interests and training and cardiac, pediatric, obstetric or neurosurgical anesthesia, and in the treatment of chronic pain.

What are the types of anesthesia?
Anesthetics are medicines that temporarily interrupt the transmission of painful nerve impulses to the spinal cord and brain. General anesthetics work by producing a state of unconsciousness and inhibit the brain’s perception of sensations. Local anesthetics block painful impulses at the nerves that carry pain to the spinal cord and brain. Sedatives are medicines given by mouth or intravenously that induces a quiet and calm state and may be accompanied by short-term absence of memory. Narcotics are medicines given by vein and by mouth that decrease pain.

Depending on the nature of your operation and medical condition, your anesthesiologist — in consultation with you — will choose one or a combination of these anesthetic techniques to optimize your care.
Complications of anesthesia

As with any type of medical care, there are risks associated with surgery and anesthesia. Fortunately, our current technologies enable us to greatly minimize the complications. The potential complications vary with the different anesthesia techniques; therefore, your anesthesiologist will discuss the risks, benefits and alternatives to the different anesthetic options with you as they pertain to you and your operation.

Preparation for anesthesia: pre-admission

To help avoid complications from your surgery and anesthesia, it is vital that you inform our Pre-Admission Center nurse of all medicines you take (including recreational drugs) and all your medical problems. Please read and follow all instructions in this packet pertaining to diet restrictions before surgery and prescriptions medicines on the morning of your surgery.

If you smoke, you are at greater risk for complications during and after surgery. We encourage you to quit smoking at least four to six weeks prior to your operation. You will not be able to smoke while you are hospitalized.

If, after your interview, you have specific concerns about your medical condition and anesthesia, our Pre-Admission Center can refer your questions to our anesthesia consultant.

Consulting with your anesthesiologist

On the day of your surgery, you will meet your anesthesiologist, who will review your medical record, clarify any questions about your medical history and perform a physical evaluation. You will then have an opportunity to express your preferences, discuss the plan for your care, and have questions answered about the advantages, disadvantages, and possible risks of your anesthetic.

Please inform us if you have cultural, religious or personal reservations against receiving a blood transfusion. We will attempt to provide an anesthesiologist who can honor this request.

In the recovery room, you will be cared for by specially trained nurses. If you experience pain or nausea, tell your nurse immediately. He or she will be able to treat these conditions effectively. Also, follow your nurse's instructions for deep breathing and coughing.

Recovery

Outpatients

- After the anesthesiologist has released you to the Same Day Surgery recovery area you will:
  - Be transferred to a recliner chair
  - Drink liquids
  - Receive discharge instructions
  - Receive discharge medications
- The average recovery time for outpatient surgery is two hours
- The doctor will talk to your family after surgery. Your family will be told where to wait in the Same Day Surgery Center.

Inpatients

- You will wake up in the Post-Anesthesia Care Unit (PACU) after surgery.
- The nursing staff will closely monitor your recovery from anesthesia.
- You will be given pain medication as necessary.
- After the anesthesiologist has released you from the PACU, you will be transported to your hospital room.
- The doctor will talk to your family after surgery. Your family will be told where to wait.
- Your family will be given the room number where you will be transferred.
- Family members can visit you when you are in your hospital room.

Pain Management

- The goal is to keep you comfortable so you can fully participate in your recovery.
- A pain-management plan is important. This plan will be discussed with you by your doctor and nurse.
- Be sure to tell your doctor or nurse of any drug allergies or past history of upset stomach or other side effects with pain medication.
- Your doctor will order pain medication for you. If the medication does not relieve your pain or if you feel nauseated or peculiar in any way, let your nurse know immediately.
PCA (Patient-Controlled-Analgesia) – Inpatient Only
• The PCA, a pain-management system, may be ordered by your doctor.
• This system is usually used for 24-48 hours after surgery.
• Pain medicine is dispensed by an I.V. and pump.
• You will push a button connected to the pump that delivers the medication as often as needed within the limits set by your doctor.
• You will be shown by your nurse how to operate the PCA.

Prevention of Blood Clots
• Leg exercises can help prevent pooling of blood in your legs and the formation of blood clots. These exercises should be done every one or two hours while you are awake. Two specific exercises that you can do are:
  1. Resting your heels on the bed, point your toes down and then point your toes toward the ceiling. (Repeat 10 times.)
  2. Rotate each foot, making a circle with your toes. First circle to the left, then to the right.
• Also, to improve circulation, your doctor may order sequential compression devices (SCDs) or antiembolism stockings (TEDS).

Activity – Inpatient Only
• Moving from side to side in bed, getting out of bed as soon as possible, and walking around are important.
• Following some operations, you will need to follow restrictions or special instructions. These instructions will be given by hospital staff.
• Your goals are to be as independent as possible and to be able to return to normal activity as soon as possible.

Breathing Exercise
• Coughing and deep-breathing exercises will help prevent lung complications.
• Breathing exercises are done by deep breathing to inflate the little air sacs in the lungs and then by coughing to loosen and raise mucus.

• You will be asked to do these exercises every one to two hours while you are awake.
  1. Sit on the edge of your chair or bed with your feet on the floor. Lean slightly forward. Hip patients: do not lean forward.
  2. To help stimulate your cough, slowly take a deep breath. Place your hands on your stomach. Breathe in your nose. Let your stomach expand as far as it can.
  3. Next, purse your lips together and slowly breathe out through your mouth. Concentrate on pulling your stomach inward. Try to exhale twice as long as you inhaled.
  4. Cough twice with your mouth slightly open. Once is not enough. The first cough loosens the mucus; the second cough helps remove it.

Care of Your Surgical Incision
• Your incision is the cut made in your body for your operation.
• This incision is usually kept covered with a sterile dressing for the first 24-48 hours.
• Your nurse will do the necessary incision care ordered by your doctor.
• You will be shown how to care for your incision at home and you will receive written instructions for any special care.
• Do not put any lotion, creams or powders on your incision unless your doctor has given approval.
• Check with your doctor about bathing and showering.

Diet – Inpatient Only
• Notify your nurse of any diet restrictions or food preferences you have.
• Your diet will change slowly from liquids to solids after surgery.
• Registered dietitians are available to consult with you about any special diet concerns.
Day of Discharge

Transportation
- Arrange for another person to drive you home.
- If transportation presents a problem, please let your nurse know as soon as possible before the day of your discharge.
- Discharge is typically around 11 a.m.

Medications
- Your doctor will order any new medication you are to take at home.
- Make certain that you understand which prescriptions you were taking before your surgery that you will continue to take after your surgery. Ask your doctor.

Medical Equipment
- You will receive instruction on any special medical equipment, such as cane, walker or crutches, prior to your discharge.
- If you are an inpatient and this equipment is needed at home, arrangements will be made prior to the day of discharge.

Planning for Your Return Home
For your home safety, we suggest you have someone with you at home after surgery to help with shopping, childcare, lifting, cooking, cleaning, etc.
Patient Rights and Responsibilities

Patient Rights

Swedish wants you to be aware of your rights as a patient. We believe your patient rights are important, and therefore we state them here for you and your family or loved ones to review. We will do everything possible to make sure that your rights are respected.

As a patient at Swedish, you have the right:

• To be treated with courtesy, dignity and respect by all hospital staff.
• To have your personal, cultural and spiritual values and beliefs supported when making a decision about treatment.
• To have someone of your choice and your physician notified promptly of your admission to the hospital.
• To talk about any complaints you have about your care without fear of getting poor treatment. To have your concerns reviewed in a timely manner with assistance or advocacy as required and, when possible, resolved in a timely manner. You have the right to be informed in writing of the response to your concerns.
• To know the physician who is mainly in charge of your care, as well as any physicians who might be consulting on your case.
• To know the name and title of your caregivers.
• To know if your care involves the training of health-care providers. You have the right to agree or refuse to participate.
• To receive complete and current information about your diagnosis, treatment and prognosis in terms you can understand. All explanations should include:
  - a description of the procedure or treatment and why it would be done
  - the possible benefits
  - the known serious side effects, risks or drawbacks
  - problems during recovery
  - the chances of success
  - other procedures or treatments that could be done
• To an interpreter or communication aid if you do not speak English, English is your second language, or you are deaf, hard of hearing, have vision issues, cognitive impairment, or have speech disabilities. Communication will be tailored to your age and your needs.
• To help your physicians and other health-care givers in the planning of your plan of care.
• To be informed of the results of treatment, positive and negative, expected or unexpected.
• To be able to receive and read your medical records in a reasonable period of time and to a description of everything in your records.
• To refuse any procedure, drug or treatment and to be informed of the possible results of your decision.
• To be free from restraint or seclusion imposed as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion will only be used to ensure the immediate physical safety of the patient, staff, or other people in the hospital, and will be discontinued as soon as your behavior no longer poses a safety threat.
• To make advance treatment directives, such as Durable Power of Attorney for Health Care and Living Wills, or Physician’s Order for Life Sustaining Treatment (POLST), and to have caregivers follow your wishes. Additional information is available upon request.
• To a safe and secure environment that is supported by infection-control, safety and security services.
• To personal privacy. Case discussion, consultation, examination and treatment will be conducted to protect each patient’s privacy.
• To have all communications and records related to your care kept confidential.
• Not to be discriminated against because of race, color, religion, sex, age, national origin, sexual orientation, disability or source of payment and other factors in admission, treatment or participation in its programs, services and activities. This statement is informed by a variety of regulations, including Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of the Federal Regulations Parts 80, 84 and 91.
• To supportive care, including appropriate assessment and management of pain, treatment of uncomfortable symptoms and support of your emotional and spiritual needs, regardless of your medical status or treatment decisions.
• To be free of all forms of abuse, harassment, exploitation, retaliation, humiliation and neglect.
• To a second opinion, at your own expense.
• Anyone, including patients, staff, families and visitors, to request help with ethical issues surrounding your care from the Swedish Ethics Committee.

(continued)
• To be moved to another facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation about why you need to be moved and if there are other options. The facility to which you will be moved must first accept you as a patient.
• To know if your care involves research or experimental methods of treatment, and to be protected during research and clinical trials. You have the right to agree or refuse to participate. Refusing to participate will not prevent access to any care at Swedish.
• To be informed during your hospital stay of patient-care options when hospital care is no longer needed. You have the right to participate in planning for when you leave the hospital.
• To examine your bill and receive an explanation of the charges regardless of how you pay for your care.
• To know about hospital policies, procedures, rules or regulations applicable to your care.
• To have you or your representative make informed decisions regarding your care.
• To include family members or significant others in your care decisions.
• To have access to, request to make amendments to, and obtain information on disclosures of my health information, in accordance with applicable law.
• To be informed about unanticipated outcomes of care, treatment and services.
• To assign someone, legally, to exercise the rights listed above on your behalf, if you are unable to exercise them.

Comments or Concerns
There is a complaint procedure in which patients may participate without fear of jeopardizing their care. If you have concerns or complaints about any part of your care at Swedish, please feel free to speak with any manager or staff member on the unit or in your clinic. You may also contact:

Swedish Medical Center (First Hill, Ballard, Cherry Hill, Issaquah, Ambulatory Care Centers – Mill Creek, Redmond, Lake Sammamish)
Clinical Patient Relations (clinical-care issues)
747 Broadway
Seattle, WA 98122-4307
206-386-2111 or ext. 62111 (from an in-house phone)

Swedish Medical Center/Edmonds Campus
Patient Advocate
21601 76th Ave. W.
Edmonds, WA 98026
425-640-4365
DL-PatientAdvocate-EDM@swedish.org

Swedish Medical Group (clinics)
Direct concerns to the Clinic Manager
Nurse Executive: 206-320-4924

In addition, you also have the right to contact the Washington State Department of Health or the Joint Commission Office of Quality Monitoring.

Washington State Department of Health
Facilities and Service Licensing
Attention: Investigations
P.O. Box 47852
Olympia, WA 98504-7852
1-800-633-6828

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
complaint@jointcommission.org

If you are a Medicare beneficiary and have a complaint regarding quality of care, your Medicare coverage, or premature discharge, you may contact Qualis Health at the following address:

Qualis Health
10700 Meridian Ave. North
Seattle, WA 98133
1-800-445-6941

Patient Responsibilities
At Swedish, we want you to play an active role in your health care. As a patient, you have a responsibility to:
• Provide complete and accurate information about your medical history and communication needs to those involved in your care.
• Take part in decisions about your care and treatment.
• Ask questions about unfamiliar practices and procedures.
• Inform your physician or nurse of any changes in your health.
• Follow your treatment plan of care.
• Be considerate of other patients and ensure that your visitors are equally thoughtful.
• Respect hospital policies and staff.
• Arrange payment methods prior to your hospitalization.
• Be respectful of your caregivers and obey hospital regulations; this will help us provide you with a safe environment where we can give you the best care possible. In rare instances where patients jeopardize our safe environment and can’t respect our employees, the physician is notified and discharge may occur.