



MONTEFIORE NYACK HOSPITAL SURGERY GUIDE

Thank you for choosing Montefiore Nyack Hospital for your surgery. As your healthcare partner, we will work together to ensure the best possible surgical experience. For your ease and comfort, we have included checklists to assist you in preparation for your surgery at Montefiore Nyack Hospital.

PREPARING FOR SURGERY

Immediately Upon Scheduling Surgery

- Contact your insurance provider to find out about your hospital coverage and benefits and to find out if you are responsible for a deductible, co-insurance and or a co-payment for surgery.
- Your surgeon may have instructed you to schedule a visit with your Primary Care Physician (PCP), please make sure this appointment takes place within 30 days of your surgery to meet the pre-operative requirement.
- Stay active. Walking for at least 30 minutes, three days a week is ideal. Walk more if you are able or participate in other moderate-intensity activities. If you have mobility or breathing issues, try to walk for at least five minutes at a slow pace each day before surgery.
- Prevent infection by brushing your teeth twice daily; wash your hands frequently to stop the spread of germs; and keep your skin clean.
- Quit smoking and using other tobacco-related products. For more information, [click here for helpful tips](#).

One Week Before Surgery

- Consult your physician about medications that should or should not be taken prior to surgery.
- Ensure that a responsible adult will be able to provide transportation for you to and from the hospital on the day of your surgery as you will not be permitted to drive home after you are discharged. Our hospital requires you to provide the phone number of the individual who will assist you through discharge and to your home. A taxi, or car ride service will not be considered a responsible adult, should you utilize a car service, another adult must be present.

Three Days Prior to Surgery

- Montefiore Nyack Hospital requires all preoperative evaluations to be reviewed 72 hours prior to surgery. Please ensure that any preoperative evaluations by your physician (primary care, cardiologist, etc.) are received by the hospital 72 hours before your surgery.

Two Days Prior to Surgery

- Do not shave near the area that will be operated for at least 48 hours before your surgery. It is best to avoid shaving as even the smallest cuts can serve as a site for bacteria to enter and potentially infect the area.

One Day Prior to Surgery

- Please do not eat or drink anything other than clear liquids after midnight the night before your surgery unless otherwise instructed. (includes gum, mints and candies)
- For Joint Surgeries:
 - You may have been provided with Chlorhexidine Gluconate (CHG) washcloths by your surgeon. Please use as directed the night before and in the morning before your surgery. Do not use regular soap/ body wash at least 2 hours before your first use of CHG as soap will deactivate the CHG. Regular soap use can resume after your surgery.
 - If you were not provided CHG washcloths, you may purchase Hibiclens antiseptic and antimicrobial skin cleanser. This cleanser should be used when showering the night before and morning of surgery. Do not use regular soap or body wash for at least two hours before your first use of Hibiclens as it will deactivate it. Regular soap use can be resumed after surgery.

The Morning of Surgery

- Shower the morning of your surgery. Do not use any hair products, after-shave, scented lotions, perfumes/ colognes and makeup.
- Dress in comfortable clothing to accommodate bandages and flat supportive shoes. Contacts, dentures, prostheses or partial plates will need to be removed prior to surgery. Your nurse will keep these items in a safe place until you return from your procedure.
- Do not eat or drink the morning of your surgery. If your surgery is scheduled for later in the day, please do not eat six (6) hours prior to the procedure and only consume a light breakfast of tea and toast.

- If you develop a fever, cold or rash, please notify your surgeon immediately as we may need to postpone the procedure.
 - Remove all piercings and jewelry and leave them at home for safekeeping.
- Bring a list of medications you may be taking including anti-inflammatories, herbal supplements, over-the-counter vitamins, aspirin, compounds containing aspirin and injections. Other items to bring include:
- Insurance Cards
 - Payment for co-pays (cash, credit card or check)
 - C-pap/Bi-Pap if you are staying overnight and utilizing it at home
 - Do not bring valuables with you to the hospital other than what is listed.
 - Please provide enough travel time.

UPON ARRIVAL

Please use our covered parking garage or valet service to park your vehicle and enter through the main entrance of the hospital. Once you check in with Security and receive a visitor's pass to wear, please keep this visible at all times while in the hospital. Please find your way to the elevators on the ground floor and go to the Registration office on the first floor. At this time, you will be asked to sign insurance and medical consent forms. Please be prepared to pay possible co-pays. Once you have registered, you will be escorted to the holding area on the first floor for intake where we will review your medical history and take your vitals.

You may be asked the same questions multiple times by medical assistants, nurses or doctors. Please be patient as this is a safety measure for all patients. Your safety is our highest priority.

Before you are transferred to the Operating Room, you will change into a gown and meet with your surgeon and anesthesiologist as well as other members of the care team. Questions regarding your medical history, medication and other conditions will be asked, but we encourage you to use this as an opportunity to ask questions you may have about your procedure.

While in the OR, your heart rate, blood pressure and oxygen level will be carefully monitored and your anesthesiologist will administer medications discussed with you and your surgeon.

POST-SURGERY

- You will be transferred to the PACU (Post Anesthesia Care Unit), where your vital signs will be monitored every 15 minutes after your surgery. Once cleared, you will either be taken to the Ambulatory Surgery Center for same-day surgeries or transported to a hospital room if your surgery requires further recovery in the hospital setting.
- DO NOT drive or operate heavy machinery for 24 hours post-surgery.

PACU Visitation and Information

- This is a fairly busy unit since patients are admitted and discharged throughout the day. (PACU visitation)
- Visitation is limited to no more than five minutes after surgery as rest and recovery are vital immediately after surgery.
- Visitation may be modified depending on the activity of the unit or if the patient requires special nursing/attention.
- All patients on this unit are recovering, so please stay at the bedside of your family member. Use of cell phones, smartphones, cameras or other devices is NOT permitted in this area.

Ambulatory Surgery Center (ASC) Visitation and Information

- Same-day surgery patients will be transferred to the Ambulatory Surgery Center where they will be given a light snack and discharge instructions will be reviewed. Family members can accompany patients in this area. Two visitors per patient are allowed. Please respect other patients who are recovering by staying at the bedside of your family member.

Preventing Surgical Site Infections

After surgery, an infection can develop in the part of the body where surgery takes place. This is called a surgical site infection (SSI). Most patients who have surgery do not develop an infection. Although rare, SSIs can be serious. We want all patients to be aware of the possibility of an SSI and take preventive actions.

Some common SSI symptoms include:

- Cloudy fluid that drains from your surgical wound
- Fever
- Pain, redness, and warmth around the surgical area
- As your body heals, it is usual to see some redness and swelling at your incision. Do not be alarmed.
- If redness and swelling persist and are associated with pain, fever or cloudy fluid draining from your incision, please call your doctor for further instructions.

How Can I Prevent An Infection?

There are many things you can do to help prevent an infection from occurring:

- Follow all of the instructions in this guide and any other instructions your surgeon gives you. Taking these important steps will decrease your chances of developing an infection.
- Do not shave your skin up to 48 hours prior to your surgery.
- Wash your hands with warm soap and water or with an alcohol-based hand sanitizer before and after meals, before and after using the bathroom, after you sneeze, cough or blow your nose, and before and after any incision care you may have been instructed to do by your surgeon after surgery.
- Do not touch your incision or dressing unless otherwise instructed by your nurse or physician/provider.
- Any healthcare provider that examines you should wash their hands before and after the exam.

CONTACT INFORMATION

Main Number

845-348-2000

Appointments

Pre-Admission Testing845-348-2905

Radiology Screening845-348-2450

Breast and Women's Imaging....845-348-8551

Wound Care845-348-7600

Pain Management845-348-2243

Registration

Pre-Registration845-348-2383 or 845-348-2384

Billing Questions845-348-2893 or 845-348-2897

Financial Counseling845-348-2897 or 845-348-2893

Directions845-348-2298

Case Management845-348-2560

Ambulatory Surgery Center845-348-2497

PLANNING YOUR VISIT

We are committed to making patient visits smooth and stress-free, so you can focus on the family member or friend you have come to see.

Before coming to the hospital, please [check our Visitor Guidelines](#) which outline visiting hours and how many visitors each patient can have in various areas of the hospital.

Preparing to Receive Care

Whether you will be receiving care as an outpatient (includes diagnostic testing and imaging), an inpatient, or an Emergency Department patient, this page provides the information you need to help ensure a smooth registration process.

Please note that many insurance companies require prior authorization before services are rendered. Be sure to contact your insurance company to obtain benefits and pre-certification information before your procedure. You should also verify that your physician has obtained the necessary authorization/pre-certification for your scheduled procedure. Without authorization, your insurance company may impose penalties or deny your claim. You may also be asked to reschedule your appointment.

Preregistration

For outpatient and inpatient services and stays, preregistering will make the check-in process quicker and easier when you arrive at the hospital.

After your outpatient appointment has been scheduled or your physician has made arrangements for you to be admitted, you'll receive a call from the Admitting Department to pre-register. If you prefer, you can contact the Admitting Department at 845-348-2383 or 845-348-2384 between the hours of 9 a.m. and 4 p.m. to pre-register. During this call, we'll ask you to provide insurance and demographic information.

ARRIVING AT THE HOSPITAL

Parking

Visitors and patients can park in the new parking garage which has an elevator. If you require additional assistance we offer valet parking which is located at the main entrance.

Parking vouchers must be validated by Registration or Security upon entry or exit. Hourly parking rates apply. Visitors will be responsible for paying the parking fee based on the amount of time in the garage. Pay stations are located in the Hospital's main lobby, as well as in the northwest stairwell of the parking garage. There is also an option to pay via credit or debit card at the gate.

Registration

Please check in at the Admitting Office located adjacent to the main lobby of the hospital on the ground floor. Please be prepared to present your government-issued photo identification (acceptable forms listed below), health insurance card(s) and any referral forms or prescriptions issued by your physician along with any forms required by your insurance company. You may also be asked to complete and sign the following documents:

- Consent for Treatment
- Authorization to Bill Insurance
- Acknowledgement of Rights
- HIPAA Joint Privacy Notice

If you haven't pre-registered, you'll be asked to provide insurance and demographic information at this time.

- Approved Government-Issued Photo Identification (ID)
- U.S. passport, foreign passport
- State-issued driver's license
- State-issued non-driver's identification card

- When no photo identification is available, a birth certificate is acceptable if accompanied by another form of identification
- Patients under age 18 must have a copy of their birth certificate along with the parent/legal guardian's photo ID.

PARKING

Parking is available in the garage located across from the main entrance on Midland Avenue or off Rte. 9W. Valet parking is also available.

VISITING HOURS

Medical/Surgical Units: 9:00 a.m. – 9:00 p.m.

ICU and Critical Care Unit (CCU): 9:00 a.m.–6:00 p.m. and 8:00 p.m. – 9:00 p.m.

Visitors are asked to call into the unit from the waiting area prior to entering.

More details about visitor resources and policies can be found in the Visiting Us section at montefiorenyack.org.

If you have any questions related to our visitor policy, please contact the Patient Experience Department at 845-348-6778 or patientrelations@montefiorenyack.org.

CAFETERIA

The Fresh Inspirations Café is located on the ground floor of the hospital and offers breakfast, lunch, dinner, and snacks. Offerings include hot foods, salad bar, sandwich station, grill, a soup station, pizza, desserts, and a wide variety of grab-and-go snacks, as well as hot and cold beverages.

Hours:

Monday–Friday

7:00 a.m. to 10:30 a.m. (Breakfast)

11:30 a.m. to 6:30 p.m. (Lunch/Dinner)

Saturday and Sunday

7:30 a.m. to 10:30 a.m. (Breakfast)

11:30 a.m. to 6:30 p.m. (Lunch/Dinner)

GIFT SHOP

Newspapers, magazines, toiletries, soft drinks and other gift items can be purchased at the gift shop, located on the main floor in the lobby.

Hours: Monday to Friday: 11:30 a.m. – 4:30 p.m.

FLOWERS

Flowers can be purchased from our gift shop and delivered to patient rooms. Please note that flowers are prohibited in intensive care units.

ATM

An ATM is located on the main floor next to the visitor elevators.

WHEELCHAIRS

Wheelchairs are available for patients and visitors. Transporters or ambassadors are available to assist with wheelchairs.

We Value Your Feedback

Montefiore Nyack Hospital participates in the American College of Surgeons (ACS) National Surgical Quality Improvement Program (NSQIP). You may be contacted by phone and/or postal service anywhere from one week to three months after surgery to gather information on your outcomes after surgery through an NSQIP and/or Press Ganey patient experience survey. We welcome your honest feedback about your patient experience with us.

As our vision for Montefiore Nyack Hospital continues to grow, we are expanding and renovating our campus to meet the needs of our community now and in the future. Please pardon our appearance while these exciting changes are underway. All of these changes are designed to enhance the level of care for our patients in a healing environment.

Montefiore Nyack Hospital provides, free of charge, language interpreter services, telecommunication and amplification devices, as well as sign language services to deaf and hearing-impaired persons. Please ask a healthcare professional for assistance.

DIRECTIONS

Please see below for directions from all major local roadways.

From Westchester County, take the Major Deegan Parkway North to the New York State Thruway North and cross the Hudson River on the Governor Mario Cuomo Bridge. Take exit 11, Nyack. Continue straight at the stop sign and proceed one block further to the traffic light. Turn left at the light onto Route 9W North. The hospital entrance is on the right, approximately one block ahead.

From Manhattan, take the George Washington Bridge to the Palisades Interstate Parkway North. Take exit 9E to the New York State Thruway (I-287/I-87) South. Exit the Thruway at exit 11, Nyack. At the traffic light, turn left onto Route 59 East. Proceed under the overpass to the first traffic light (corner of Route 9W). Turn left onto Route 9W North. Proceed through the traffic light. The hospital entrance is on the right, approximately one block ahead.

From New Jersey, follow the Garden State Parkway North to the New York State Thruway South. Exit the Thruway at exit 11, Nyack. At the traffic light, turn left onto Route 59 East. Proceed under the overpass to the first traffic light (corner of Route 9W). Turn left onto Route 9W North. Proceed through the traffic light. The hospital entrance is on the right, approximately one block ahead.

From Upstate New York, follow the New York State Thruway (I-287/I-87) South. Take exit 11, Nyack. At the traffic light, turn left onto Route 59 East. Proceed under the overpass to the first traffic light (corner of Route 9W). Turn left onto Route 9W North. Proceed through the traffic light. The hospital entrance is on the right, approximately one block ahead.

For information about bus and train transportation, please visit the [Rockland County website](#) or call the Transit Info Center at 845-364-3333.