



San Jose Kaiser Permanente PREOPERATIVE INSTRUCTIONS

Preparing for Surgery

If you are scheduled for a procedure/surgery at Kaiser Permanente San Jose, the Eligibility and Financial Services (EFS) office will call you and complete your pre-admission procedure over the phone. If you have not received a call from EFS within 2 business days prior to your procedure, a KP San Jose Admitting Representative will call you instead. Pre-admission may involve a collection of co-payment and deductible fees.

- Eligibility and Financial Services (EFS) Phone 1-833-226-6761 weekdays from 7 a.m. – 5 p.m. and Saturdays from 8 a.m. – 5 p.m.
- KP San Jose Admitting Phone 408-972-7200 daily from 6 a.m. – 10:30 p.m.

For FMLA or disability claims, please contact the Release of Medical Information Department (formerly Medical Secretaries), which is located at the San Jose campus, Building 6, 275 Hospital Parkway, Lobby floor, (Monday - Friday, 8 a.m. - 5:30 p.m.) or at the Gilroy campus, 7520 Arroyo Circle (Monday - Friday, 8:30 a.m. - 4:45 p.m.). You may also contact the department by phone at 408-284-5200 or email at SJO-ROI@kp.org.

For State Disability, applications are processed online. You will need to initiate the State Disability (EDD) online application by going to edd.ca.gov/disability, complete the initial application information, and obtain a reference number. Provide the reference number to the Release of Medical Information Department with your medical record number by calling 408- 284-5200 or emailing SJO-ROI@kp.org. Private Disability/FMLA requests will need to be submitted either by email, phone, or in person for processing and completion.

If you have been instructed to obtain labs, you may do so at any Kaiser Permanente facility. However, for any “type and screen” lab, you will need to go to any KP San Jose Labs, but not Santa Clara or Milpitas labs.

If you have been instructed to obtain an EKG, you can obtain this at any Kaiser Permanente campus. The KP San Jose EKG department is located at 270 International Circle, Building 3, 2nd floor. Hours: Monday - Friday, 9 a.m.- 5 p.m. Drop in only. Phone 408-972-7103 or 408-972-6380.

It is well known that quitting smoking can make a huge difference in your health and recovery from surgery. The longer you abstain from smoking, the better your chances are for a healthy recovery.

Kaiser Permanente offers many resources to help you quit successfully.

- Telephonic Wellness Coaching: 866-251-4514
- Smoking Cessation Classes: 408-972-3340
- Online: kpdoc.org/tobaccomedications or kpdoc.org/quittingtobacco

We recommend that you listen to the relaxation CD, "Preparing for your Surgery". This same relaxation program can be found at the PeriOperative Medicine homepage at kp.org/sanjose/pom. Anyone can access this site. Other educational materials relevant to your surgery include:

- Hospital Acquired Pneumonia Prevention
- Incentive Spirometer Instructions

We recommend all adult patients to complete an Advance Directive prior to surgery. An Advance Directive allows you to share your values, your choices, and your instructions about your future health care as well as designate a Health Care Agent in the event you become too ill to communicate your wishes. Please visit our Life Care Plan site to get started at lifecareplan.kaiserpermanente.org. You can also call the Kaiser Permanente San Jose Health Education Department at 408-972-3340 to schedule an appointment with one of our Health Educators who can assist you with this process.

After your appointment with the surgeon confirming need for surgery: You will either be scheduled for a pre-operative clinic visit or telephone appointment to prepare you for your surgery.

If you are scheduled to receive a preoperative phone call from the PeriOperative Medicine physician or nurse practitioner, please be available 1 hour before and 1 hour after the appointment time. If you are scheduled for a preoperative clinic visit, please DO NOT apply powders or lotion on your body that day, in case you need to have an electrocardiogram study. During your telephone or in-person clinic visit appointment, we will be reviewing your medical record and discussing the following information with you.

- Any over-the-counter medications, vitamins, and herbal supplements taken.
- Medications you are currently taking, including the times you take them and the dosage.
- Any allergies to medication and/or food.
- Any previous surgeries and the dates of those surgeries.
- Your medical history (i.e., history of diabetes, high blood pressures, heart disease, etc.).

- Your family history. (i.e., any family member with a history of cancer, diabetes, heart disease).

Please complete the "Current Medication List" document and bring it with you to the visit / have it available to discuss over the phone and bring it with you on the day of the surgery.

If you take Aspirin or Aspirin containing products (such as Ascriptin, Bayer, Excedrin, Bufferin, Easprin and Ecotrin,) any other blood thinners (Plavix, Coumadin, etc.), please make sure that you let your pre-operative doctors and nurses know. At the time of your pre-operative phone call or visit, there will be a discussion about whether to continue or stop taking your aspirin before your procedure.

Please inform your pre-operative doctor if you take any of the medications listed below.

- Ibuprofen (Motrin, Advil), Clinoril, Disalcid, Dolobid, Indocin, Nalfone, Orudis, Tolectin, Trilisate, Voltaren, Etodolac (Lodine)- please stop taking them 3 days prior to surgery.
- Aleve, Naprosyn, Naproxen - please stop taking them 4 days prior to surgery.
- Relafen, Feldene, Meclomen, Mobic, Meloxicam- please stop taking them 10 days prior to surgery.
- It is OK to continue Acetaminophen (Tylenol), Norco, Vicodin or Percocet, for pain as needed, including the morning of surgery.

Seven Days Before Your Surgery

- Please stop all vitamins, herbals, and other supplements 7 days prior to your procedure.
- If you develop any rashes, cuts, scratches, scrapes or infections (including teeth and gums) anywhere on your body or develop changes in your health such as fever, cough or cold or have any MEDICAL or MEDICATION questions related to surgery, please call the Pre-Operative Nurse (Monday-Friday 8:30 a.m. - 4:30 p.m.) at 408-363-4584

Three Days Before Your Surgery

- Your Surgery Scheduler will call you one week to one business day before surgery to confirm your arrival time. Scheduled surgery times may change due to cancellations and emergencies. Please check your voice mail for any updated messages. Please plan to devote the entire day to your surgery.

The Day Before Your Surgery

- Avoid smoking 24 hours prior to surgery. Avoid alcohol ingestion for 24 hours before surgery.

- Hygiene: Shower the night before surgery. Do not shave the surgical area. After showering use provided wipes as directed by your surgeon. Wear loose comfortable clothes. Do not wear makeup or nail polish.
- Please follow these food and liquid guidelines prior to your surgery:
 - **Adults, Adolescents & Children:** Do not eat any food 8 hours before your scheduled arrival time, unless otherwise directed by your surgeon. You may only drink water or clear apple juice up to 2 hours prior to arrival at the hospital unless specifically instructed by your doctor to have a carbohydrate drink.
 - **Infants:** Solids and formula may be taken up to 8 hours prior to arrival at the hospital. Breast milk, water or clear apple juice may be taken up to 4 hours prior to the surgery time.

If you become ill after 5 p.m. the evening before surgery or on the weekend before a Monday surgery, please call the Admitting Office at 408-972-7200 as soon as possible.

The Day of Surgery

- Brush your teeth and rinse but do not swallow any water.
- If you have been instructed to take medications on the morning of surgery, please do so with only a sip of water.

Please come to:

- Building 2, Ambulatory Surgery Unit, Admitting Desk 408-972-6640 – opens at 6 a.m.
- Main Hospital Lobby, 250 Hospital Parkway, Admitting, Room 204, 408-972-7200 opens at 6 a.m.
- The Surgeon and Anesthesiologist will be talking to you before you go into the operating room.

Items to Bring with You to Surgery

- If you use a device (i.e. CPAP) for sleep apnea, bring the machine and mask labeled with your name.
- Spirometer if supplied in the clinic.
- A storage container for contact lens and eyeglasses.
- The “Current Medication List” document.
- A copy of your completed advanced directive.
- A picture ID and your Kaiser Permanente ID card.
- Leave all valuables at home and remove all jewelry (including your wedding ring).

Visitors: You may have family members or friends accompany you on the day of surgery. For your safety, we limit the number of visitors in the back perioperative areas to one person.

Outpatients (If you are scheduled to go home the day of surgery): Postoperative instructions will be given prior to discharge. You will be discharged when you are in stable condition.

- A responsible adult must accompany you at the time of discharge and needs to stay with you for at least 24 hours following surgery.
- You may not drive yourself home after your surgery. Taxi, public transportation, or Outreach is acceptable, but you **must** have a responsible adult accompany you.
- Please bring the cell phone number of the person who will be picking you up. We strongly suggest this person wait on campus, as the time you are going to be discharged may vary. If unable to wait, they should stay within 2 miles and be available to return within **15 minutes** when contacted. A map of nearby services will be provided at the Surgery Center.
- Complimentary Wi-Fi access is available on campus.

[Surgery Schedulers Phone Numbers:](#)

Head & Neck Surgery	408-972-6425
General Surgery	408-972-7528
OB/GYN	408-972-6254
Ophthalmology	408-972-6426
Orthopedics	408-972-6315
Plastics/Vascular Surgery	408-972-6016
Podiatry	408-972-6553
Spine	408-363-4923
Urology	408-972-6041

CURRENT MEDICATION LIST

Name: _____ Medical Record Number: _____

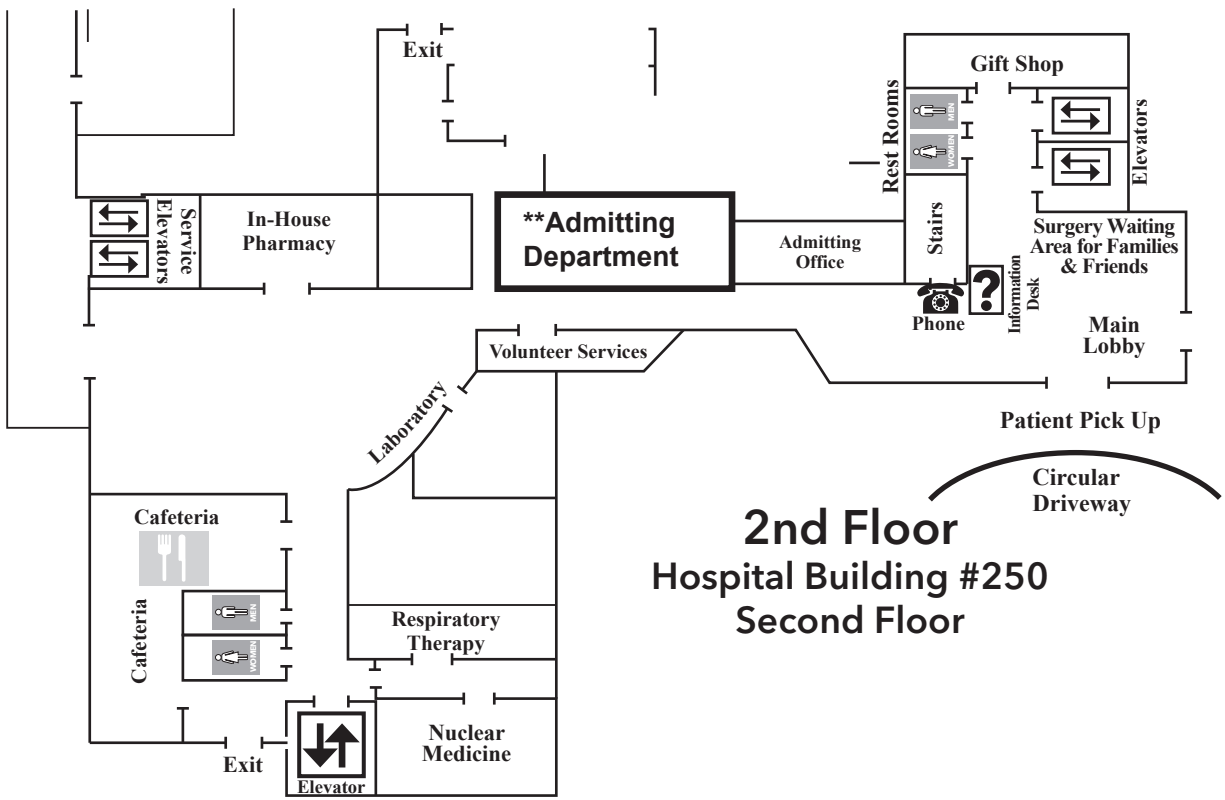
Please complete prior to preoperative visit or telephone appointment		Please complete night before or morning of surgery
Medication	Dosage	Last time taken (Date & Time)

Please complete this document and bring it with you to the pre-operative visit I have it available to discuss over the phone, and bring it with you on the day of the surgery.

<i>Please complete prior to preoperative visit or telephone appointment</i>		<i>Please complete night before or morning of surgery</i>
Medication	Dosage	Last time taken (Date & Time)

**The Admitting Department is located in the Hospital
250 Hospital Parkway on the Lobby Level**

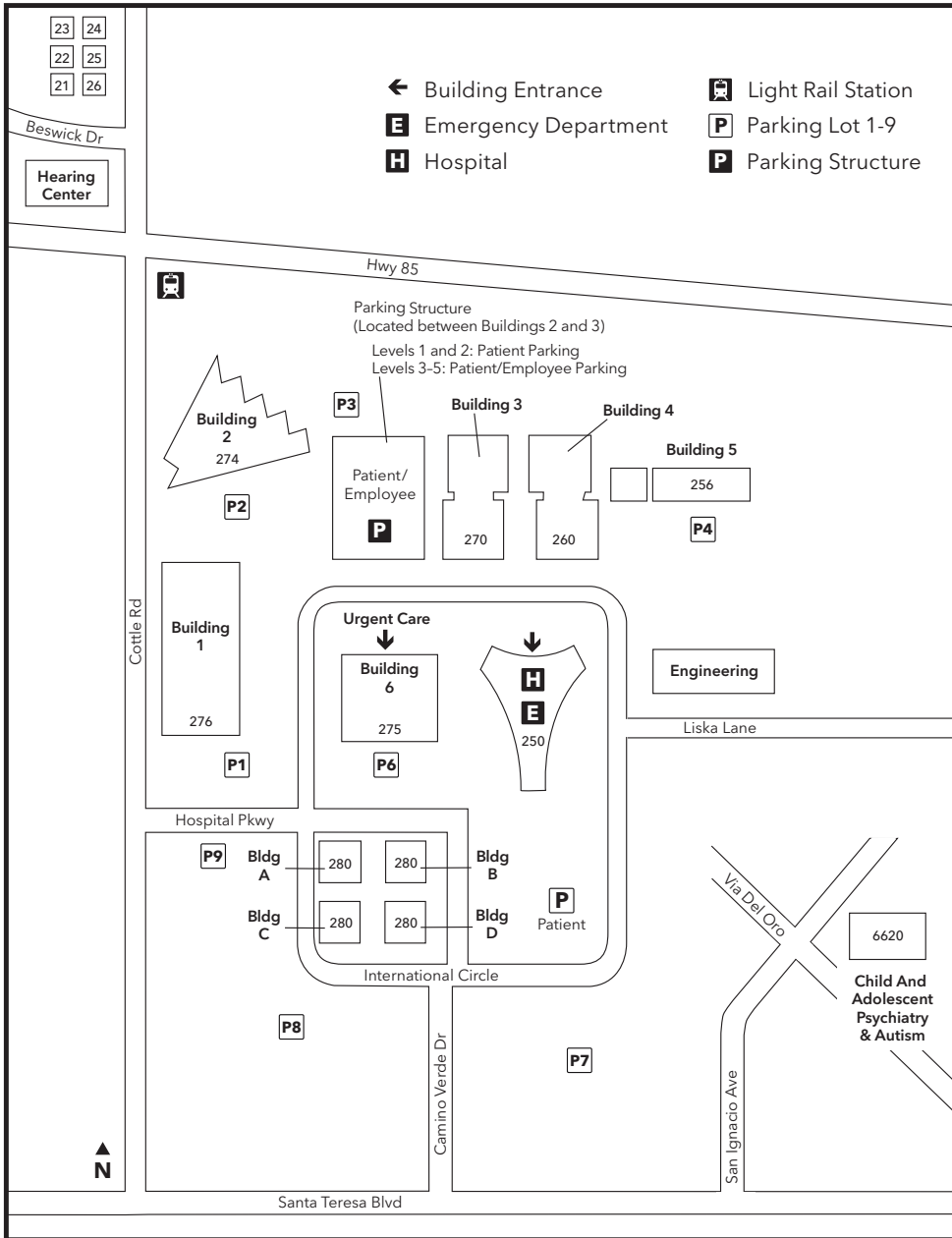
Open Daily from 6 a.m. to 10:30 p.m. Phone 408-972-7200



**2nd Floor
Hospital Building #250
Second Floor**

San Jose Medical Center

250 Hospital Parkway, San Jose, CA 95119



Map not to scale

Hospital and Main Campus

250 Hospital Pkwy.
San Jose, CA 95119

Some services are also available at the following locations:

Building 1
276 International Circle

Building 2
274 International Circle

Building 3
270 International Circle

Building 4
260 International Circle

Building 5
256 International Circle

Building 6
275 Hospital Pkwy.

Buildings A-D
280 Hospital Pkwy.

Buildings 21-26
5755 Cottle Rd.

Hearing Center
5831 Cottle Rd.

Child and Adolescent Psychiatry & Autism Spectrum Disorder Center
6620 Via Del Oro

Department locations on reverse side.

Parking structure
(located between Buildings 2 and 3)

- **Levels 1-2:** Patient Parking
- **Levels 3-5:** Patient/Employee Parking

From: Gilroy Medical Offices
7520 Arroyo Circle

To: San Jose Main Campus
250 Hospital Parkway

Total distance: 22.8 miles

Total estimated time: 29 minutes

Go northwest on **Arroyo Circle** by turning right (0.9 miles). Turn left onto **Leavesley Road** (0.1 miles). Leavesley Road becomes **Leavesley Road/CA-152 West**. Take the **US-101 North** ramp toward San Jose (0.3 miles). Merge onto US-101 North (18.5 miles). Take **CA-85 North** toward Cupertino/Mountain View (0.1 miles). Merge onto CA-85 North (2 miles). Take the **Cottle Road** exit (0.2 miles). Keep left at the fork in the ramp (0.3 miles). Merge onto Cottle Road (0.3 miles).

■ Hospital, Building 250

Admitting Lobby level, 204
. (Open 24 hours daily)
Anesthesia Dept 1st floor
Angio Suite/Interventional Radiology
. 1st floor, 109
Cafeteria Lobby level, 211
Cath Lab 1st floor, Suite, 102
EKG/Treadmill 1st floor, 100
Emergency 1st floor, 108
Gift Shop Lobby level, 201
ICU/CCU 4th & 6th floor
Labor/Delivery 5th floor
Maternal/Child 5th floor
Meditation Room Lobby level, 202
Medical/Surgical 3rd floor
Nuclear Medicine Lobby level, 218
Nursery 5th floor
Pediatrics 4th floor
Pharmacy (24 hours Discharge)
. Lobby level, 210
Pharmacy (*Inpatient*) Lobby level, 208
Physical Therapy (*Inpatient*) 1st floor, 117
Pre-Surgery Unit 1st floor, 114
Radiology 1st floor, 104
Respiratory Therapy Lobby level, 207
Telemetry/Stepdown 6th floor
Volunteer Services Lobby level, 205

■ Building 1, 276 International Circle

Bone Density 3rd floor
Dermatology 3rd floor
Technology Learning Center 1st floor
Injection Clinic 1st floor
Laboratory 2nd floor
Mammography 3rd floor
Family Medicine 1st, 2nd floors
MOHS Surgery 3rd floor
OB/GYN Injection Clinic 2nd floor
Obstetrics/Gynecology 2nd floor
Pediatrics 1st floor
Pharmacy 1st floor
Teen Clinic 1st floor
Travel Clinic 1st floor

■ Building 3, 270 International C

Allergy 1st floor
Cardiology 2nd floor
Chemo/Infusion 1st floor
Echo/EKG/Treadmill 2nd floor
Gastroenterology 2nd floor
Health Education Center 1st floor
Infectious Diseases 2nd floor
Nephrology 2nd floor
Oncology/Hematology 1st floor
Pharmacy 1st floor
Physical Therapy 1st floor
Podiatry 2nd floor
Pulmonology/Ambulatory
Sleep Services 1st floor
Rheumatology 2nd floor

■ Building 4, 260 International Circle

Adult and Family Medicine 2nd floor

Healthy Living Center 1st floor
Injection Clinic 2nd floor
Laboratory 1st floor
Orthopaedics 1st floor
Pharmacy 1st floor
Radiology (*Outpatient*) 1st floor

■ Building 6, 275 Hospital Pkwy

Administration 7th floor, Suite 702
Anticoagulation (*Coumadin*)
Clinic 6th floor, Suite 645
Attended
Sleep Lab 4th floor, Suite 425
Chemical Dependency
Services 3rd floor, Suite 370
CT/MRI 1st floor, Suite 110
Diabetes Clinic 6th floor, Suite 600
EEG/EMG 8th floor, Suite 800
Endocrinology 6th floor, Suite 600
Human Resources 7th floor, Suite 700
Medical Secretaries Lobby/2nd floor
Member Services Lobby/2nd floor
Memory Clinic 3rd floor, Suite 325
Neurology 8th floor, Suite 800
Occupational Health 5th floor
Employee Health 5th floor
Occupational Health
Physical Therapy 5th floor
Palliative Care 8th floor, Suite 860
Patient Business Office Lobby/2nd floor
Physical Medicine &
Rehabilitation 3rd floor, Suite 310
Preoperative Clinic 7th floor, Suite 710
Senior Health
Services 3rd floor, Suite 325
Spine Surgery 3rd floor, Suite 310
Urgent Care 1st floor, Suite 101

■ Building A

Plastic Surgery
Surgery
Vascular Surgery
Wound Care Clinic

■ Building B

Audiology
Head and Neck Surgery
Laboratory
Speech Pathology
Urology

■ Building C

Adult and Family Medicine
Injection Clinic Urology

■ Building D

Adult and Family Medicine
Pharmacy

■ 5755 Cottle Rd.

Genetics Cottle 21
Ophthalmology Cottle 22
Optical Sales and Services Cottle 25
Optometry Cottle 25
Psychiatry (*Adult*) Cottle 23 & 24

■ 5831 Cottle Rd.

Hearing Center

■ 6620 Via Del Oro

Acupuncture
Child and Adolescent
Complementary Alternative Medicine
Psychiatry & Autism
Spectrum Disorder Center

Useful Phone Numbers

■ General Services

Information 972-3000
Healthy Living Center 972-3340
Home Health 361-2100
Hospice 361-2150
Medical Secretaries 972-6655
Member Outreach 972-7321
Toll free 1-877-327-3663
Member Service Contact Center (English
and more than 150 languages using
interpreter services) 1-800-464-4000
TTY 711
Patient Business Office 972-6996
Security/Lost & Found 972-7105
Social Services 972-6148

■ Clinical Services

Advice
Allergy 972-3380
Medicine/Family
Practice 362-4791
Nutrition 972-6548
Ob/Gyn 362-4740
Pediatrics 362-4740
Surgery Center 972-6640
Appointments
Adult and Family Medicine 362-4791
Genetics 972-3300
Ob/Gyn 362-4740
Optometry 972-3413
Pediatrics 362-4740
Psychiatry (*Adult*) 972-3095
Psychiatry (*Child*) 360-2300

Appointments/Advice
Toll free 1-866-454-8855
San Jose 362-4740
Gilroy 848-4095
Santa Cruz 1-866-454-8855
Behavioral Medicine 972-3365
Chemical Dependency 972-3366
Mammography 972-3420
MRI/CT Scan 972-6780
Occupational Health 972-6800
Optical Sales and Services 972-3370
Physical Therapy 972-6400

■ Prescription Refills

Building 1 Pharmacy 972-6912
Building 3 Pharmacy 972-6886
Building 4 Pharmacy 972-6336
Building D Pharmacy 972-6055