



# Your guide to surgery

Caring for you every step of the way

San Rafael Medical Center

[kp.org](http://kp.org)



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## WELCOME

Dear Member,

Your care and comfort are our top priority. We're here to help you feel at ease as you prepare for your surgery at our San Rafael Medical Center.

We want you to have all the information you need to understand what to expect before and after your surgery, along with how to prepare for the day of your surgery.

After going through this booklet, if you need additional information, feel free to ask anyone on your surgical team.

Your skilled team of physicians, nurses, and support staff is looking forward to providing you with personalized and compassionate care throughout your visit and during your recovery. We encourage you to work together with them to help ensure a successful surgery and recovery.

Thank you for trusting us with your care, and we look forward to serving you.

Yours in good health,

Your Kaiser Permanente San Rafael Medical Center care team



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## UNDERSTANDING YOUR SURGERY

The information in this guide will help you know what to expect from a surgical procedure at our San Rafael Medical Center. The following are some key aspects of surgery you should be aware of.

### Inpatient or outpatient

Surgeries are either inpatient or outpatient, depending on how complicated the surgery and recovery may be. If you're scheduled for an inpatient surgery, the procedure will be followed by a brief rest in the postanesthesia care unit (PACU). We will monitor you there to make sure you're recovering appropriately from the effects of your anesthetic and surgery. After the PACU, you'll be transferred to your hospital room where nurses and your surgeon will continue to monitor your progress until you're ready to be discharged.

If you're scheduled for an outpatient surgery, you'll have a brief recovery period in the PACU before you're discharged that same day. If there are any complications from your procedure, your physician may arrange for you to stay overnight in the hospital for additional observation and care.

### Preoperative classes

If your procedure requires you to attend a preoperative class, your surgeon's office will provide you with all the information you need, including the location, date, and time. The preoperative class is free.

### Preregistration

Two weeks before your scheduled surgery, you'll receive a letter from our Admitting Department with instructions on how to preregister for your procedure. You can pay any costs you may have, such as copayment, coinsurance, or deductible, when you preregister, so you don't need to bring any money with you on the day of your surgery. You can call **415-444-2075**, and choose option 5, any time within two weeks prior to your surgery. One of our representatives will be happy to assist you.

### Your anesthesiologist

Your anesthesiologist will work with you to develop an effective anesthesia plan based on your procedure and your medical history. He or she will review your medical record to become familiar with your medical history. This is crucial to ensuring you receive the right anesthesia care for you.

If you are registered on kp.org, your anesthesiologist may send you a secure email prior to your surgery. If you're not registered on kp.org, he or she may call you if additional information is needed.\*

You'll meet your anesthesiologist on the day of your surgery. He or she will discuss the type of anesthesia that will be provided to you during your surgery. You'll be given one of three kinds of anesthesia: monitored anesthesia care, regional anesthesia, or general anesthesia. These anesthesia types may be used by themselves or in combination.

\*Not registered on kp.org yet? It's simple. Just visit [kp.org/registernow](http://kp.org/registernow) to get your user ID and password.



## YOUR APPOINTMENTS (to be filled out by a member of your care team)

Dear \_\_\_\_\_,  
MEMBER NAME

Your surgery is scheduled for \_\_\_\_\_ at our San Rafael Medical Center hospital.  
MONTH, DAY, YEAR

Your surgeon's name is \_\_\_\_\_.

To help you get the care you need, you will have several appointments before and after surgery. The appointments may be in person or by phone. The appointments you need are marked with an "X" below and include the date and time.

**Preoperative visit and physical exam** \_\_\_\_\_  
DAY, DATE, TIME

This one-on-one appointment with a nurse practitioner will take place in the Perioperative Medicine Department located on the fourth floor of Medical Office One at our San Rafael Medical Center.

**Nurse practitioner telephone appointment** \_\_\_\_\_  
DAY, DATE, TIME

This is a telephone appointment with a perioperative nurse practitioner who will review your medical history with you. Please be available at the time noted.

**Registered nurse telephone interview** \_\_\_\_\_  
DAY, DATE, TIME

**Anesthesia consultation\*** \_\_\_\_\_  
DAY, DATE, TIME

\*Anesthesia consultation is not required for most patients. If you're not scheduled for a consultation, you'll meet with your anesthesiologist on the day of your surgery.

**If you need to reschedule your surgery, call our Surgery Cancellation Line at 415-444-4661.**

**Postoperative appointment/follow-up visit with surgeon** \_\_\_\_\_  
DAY, DATE, TIME

## YOUR PREOPERATIVE APPOINTMENTS

### How to prepare

- Gather all your medications (prescription, over-the-counter drugs, vitamins, and supplements) in their original containers. Complete the medications form on page 7. Have your medications and form nearby for phone appointments, and bring them with you for in-person appointments.
- If your appointment is by phone, reserve a quiet place and set aside enough time to be interviewed. If you have young children, arrange for someone to care for them during your appointment.

If you have any questions about your surgery, feel free to ask your nurse practitioner or surgeon. We're here to meet your needs, and we encourage you to be an active participant in your health.

### What to expect

- If your appointment is by phone, you'll have a physical exam on the day of surgery. If your appointment is in person, the exam will be done at this time.
- The nurse practitioner will review all of your current medications with you, comparing your list with what appears on your medical record. This is done to help prevent medication errors such as omissions, duplications, dosage errors, or drug interactions.

## LEARNING MORE ABOUT YOUR PROCEDURE

To help you feel more comfortable before your surgery, you can get more detailed information with the Prepare for Your Procedure free online program from Emmi Solutions.

These interactive programs take you through each step of your procedure. You can watch them on your computer on your own time, and share them with your family.

Emmi programs are currently available for the following:

- Anesthesiology
- Breast Care
- Cardiology
- Emergency Gastroenterology (GI)
- Endocrinology
- General Surgery
- Head and Neck Surgery
- Medicine
- Nephrology
- Neurology
- Obstetrics-Gynecology
- Oncology
- Ophthalmology
- Orthopedics
- Plastic Surgery
- Podiatry
- Pulmonology
- Radiology
- Urology
- Vascular Surgery

### How to view Emmi

1. Go to [kp.org/mydoctor](http://kp.org/mydoctor).
2. Enter your surgeon's name to search for his or her home page, then click on the correct link in the results list.
3. Click on "Prepare for your procedure (Emmi)" in the right column.
4. Choose the appropriate procedure.
5. Register to begin the program.

## PREPARING FOR YOUR TELEPHONE APPOINTMENT

To get the most out of your phone appointment with a registered nurse, review the following questions and prepare your answers before the appointment.

1. **Have you completed any laboratory tests ordered by your doctor?** (This nurse will not have your results.)
2. **Do you have any allergies?** (Be specific.)
3. **Are you pregnant or breastfeeding?**
4. **Have any of your medications changed since your last visit or telephone appointment?** (Have the names and dosages of any medications that have changed ready.)
5. **Have you scheduled a ride home after your procedure?** (The nurse will want to know the driver's name and contact information, and whether he or she can wait for you during your procedure. For your safety, we require that you make arrangements to be picked up and taken home after your surgery. Your procedure will be cancelled if you do not have an adult to accompany you home. For your convenience, we've provided you with a list of transportation resources on page 13.)
6. **Do you live in an assisted-living facility?**
7. **Are you the primary caretaker of one or more persons at your home?**
8. **Do you anticipate having any physical barriers at home (such as stairs) after surgery?**

## YOUR MEDICATIONS

Fill out the form below, listing all the medications you are currently taking, including over-the-counter medications, vitamins, and supplements.

Bring this and your actual medications to your in-person preoperative appointments, and have them handy for your telephone appointments.

Some medications—such as aspirin, ibuprofen (sold under the brands Advil and Motrin), vitamins, and herbal remedies—can increase the risk of bleeding during surgery or have an adverse reaction with anesthesia.

**If you have a health condition that requires blood thinners, such as Plavix, Coumadin, or warfarin, it is important to notify your surgeon for instructions.** If you've had a stroke, or had a coronary or vascular stent or a heart valve implanted, do not stop taking aspirin, Plavix, or Ticlid. Talk to your surgeon for instructions.

NAME OF MEDICATION, VITAMIN, OR HERBAL SUPPLEMENT	AMOUNT TAKEN	HOW OFTEN TAKEN	WAY MEDICATION IS TAKEN
<i>Example: warfarin</i>	<i>2 mg</i>	<i>once a day</i>	<i>by mouth</i>

## PRESURGERY GUIDELINES

Please call the Surgery Scheduling Department at **415-444-2487** on the day before your surgery (or on Friday in the case of a Monday procedure). We will let you know what time you should arrive. Read the following instructions to help your surgery run smoothly and stay on schedule.

### Day before surgery

- Do not smoke for at least 24 hours before surgery.
- Sanitizing your skin before surgery can help reduce the risk of infection at the surgical site. To make the process easier, if appropriate, your physician’s office will provide you with disposable cloths moistened with a rinse-free, 2% chlorhexidine gluconate (CHG) antiseptic solution. If you are provided with these wipes, follow the instructions on page 9 to prepare your skin the night before and morning of your surgery.
- Do not shave the surgical site for 14 days prior to surgery. Shaving can cause small cuts or nicks in the skin, allowing germs to enter.
- Do not apply any deodorant or other body care products such as lotions, oil, perfumes, or powders to the surgical site. These items may interfere with the solution used to sanitize your skin in the operating room.
- Do not eat or drink anything after midnight the day before your surgery; this helps to prevent problems related to regurgitation or reflux of stomach contents during your procedure. If your child is going to have a procedure, the nurse practitioner or anesthesiologist will instruct you on the time when the child must stop eating and drinking.

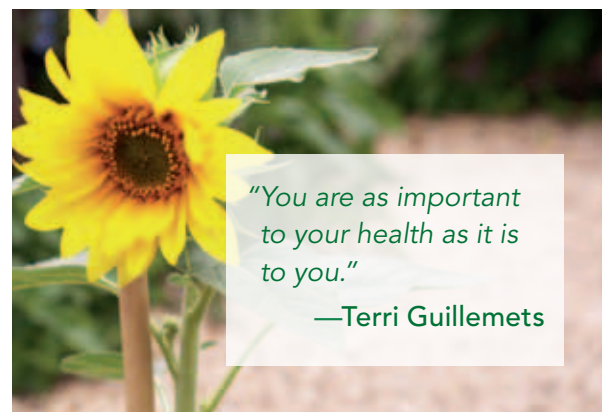
### Morning of surgery

- Do not eat or drink anything (including chewing gum or drinking water) the morning of your surgery, unless otherwise directed. If you have been specifically instructed to

take certain medications in the morning by your surgeon, nurse practitioner, or anesthesiologist, do so with one or two small sips of water.

- If you wear contact lenses, bring your contact lens case and solution with you to the hospital.
- Do not wear jewelry, including body piercings, because it may have some effect on electrical equipment used during surgery and may increase the chance of infection. Piercings may be removed and replaced with a monofilament line or a plastic or ceramic material that does not conduct electricity. If you are unable to remove a body piercing or other item of jewelry, tell the nurse during admission and we can assist you.
- Wear loose, comfortable clothing to the hospital. If you’re having a same-day surgery, you should wear clothing with enough room to comfortably fit over the surgical site, which may be bandaged.

**NOTE:** For your safety, you must have a responsible person (over the age of 18) provide you with transportation home after you’re discharged. You may not take a bus or taxi home alone. Your procedure will be cancelled if you do not have an adult to drive you home. See page 13 for a list of companies that offer transportation options. These services can also accommodate patients who require a wheelchair or gurney.



*“You are as important to your health as it is to you.”*  
—Terri Guillemets

## PREPARING YOUR SKIN BEFORE SURGERY

To increase your protection against infection, follow these steps the night before and the morning of surgery.

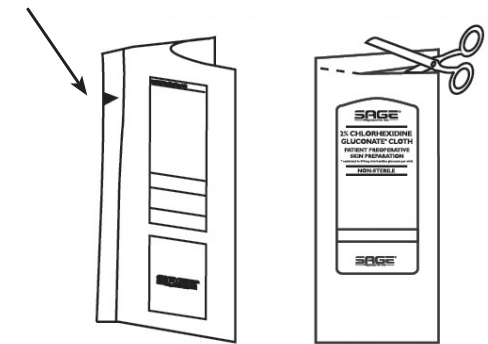
Preparing your skin before surgery can reduce the risk of infection at the surgical site. To make the process easier for you, we use disposable cloths moistened with a rinse-free, 2% chlorhexidine gluconate (CHG) antiseptic solution. Carefully follow the steps below to properly prepare your skin.

### The evening before surgery

- Shampoo and shower or bathe using warm (not hot) water and your usual soap or shower gel. Wash all areas of your body, with close attention to your belly button and any skin folds near your surgical site. After showering or bathing, dry your skin thoroughly using a clean towel. **Do not apply any lotions, moisturizers, deodorants, or makeup after showering.** Dress in clean clothes or sleepwear, and when you’re ready for sleep, make sure your sheets are clean. Wait one hour to allow skin to dry and cool completely before proceeding with next steps.
- One hour after bathing, open one of the two packages of 2% chlorhexidine wipes provided to you by your physician’s office. When you apply CHG, your skin should be completely dry and cool. **When applied to sensitive skin, CHG may cause skin irritation such as a temporary itching sensation and/or redness. Applying CHG immediately after showering or shaving may result in irritated skin.**

To open the package: Holding the top of the package in one hand, lift the flap on the back of package with your other hand. Grasp the flap at the top and pull down to tear flap away and expose the foam. Avoid contact between

**TO OPEN: TEAR AT NOTCH OR USE SCISSORS**



cloths and outside of package to reduce risk of cloth contamination. You do not use the foam.

- Remove clothing covering the area you will need to clean (see illustration on the next page).
- Use one chlorhexidine cloth to wipe the area indicated. Wipe in a back and forth motion (similar to using a wash cloth), being sure to cover the area thoroughly. Repeat with the second cloth in the package for a total of three minutes. You may need help for hard-to-reach areas.
- Allow area to air-dry for one minute. Do not rinse. It is normal for the skin to have a temporary “tacky” feel for several minutes after the antiseptic solution is applied. **Do not rinse or apply any lotions, moisturizers, or makeup after prepping.**
- Discard used prep cloths in the trash; **do not flush them down the toilet.**
- Peel the verification label off the package and place it on one of the spaces on the next page.

*(continues)*

**PREPARING YOUR SKIN BEFORE SURGERY**  
(continued)

**Prep the circled area(s) only:**

**Examples:**

**Hernia prep:** breast to midhigh, including sides, belly button, and folds

**Abdominal prep:** breast to groin, including sides, belly button, and folds

**Breast prep:** chin to waist, including sides

**Vascular prep:**

Leg: belly button to foot (including entire leg and side)

Arm: entire arm, armpit, shoulder, and side

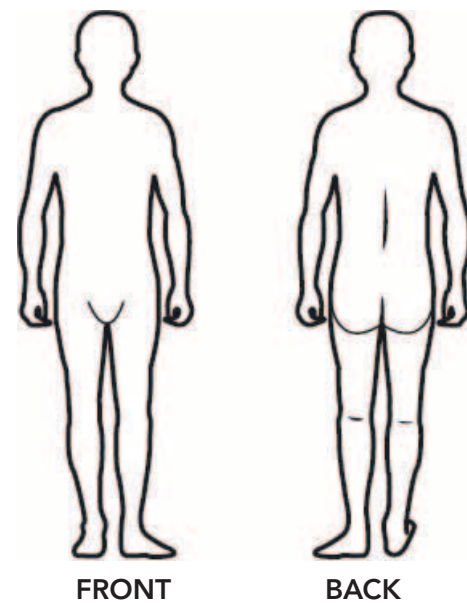
Neck: neck to jawline (including behind the ear)

**Hip prep:** abdomen, groin, hip, buttocks, and thigh

**Knee prep:** entire leg (front and back)

**Shoulder prep:** entire arm, armpit, shoulder back and chest on affected side

**Wrist prep:** hand and arm to elbow



**Ankle prep:** entire foot and leg to knee

**Foot prep:** entire foot and leg to knee

**Hand prep:** entire hand and arm to elbow

**Elbow prep:** entire arm, armpit, shoulder, and side



FRONT



BACK



BACK

**The day of surgery**

- Do not shower, bathe, or shampoo hair. Do not apply any lotions, moisturizers, makeup, or deodorant.
- Open the second package of chlorhexidine cloths and repeat the process you used to clean the skin the night before.

- After allowing area to dry, dress in clean clothing.
- Peel the verification label off the package and place it on the second space above.

The nurse practitioner will be available to answer any additional questions you have during your preoperative call or visit.

**Sign and date, and bring this form with you the morning of surgery.**

I have completed the above steps to help prepare my surgical area.

**ADMISSION AND REGISTRATION**

- Arrive at our Admitting Department at the time you were told. The Admitting Department is located at the entrance of the hospital when entering from Lot D. (This is the third floor of the hospital.)
- Bring the following with you:
  - a valid photo ID (such as a state driver’s license or passport)
  - your Kaiser Permanente identification card
  - your Medicare or Medi-Cal card or additional insurance cards, as applicable
  - if you have not preregistered, bring only enough money to cover any costs, such as copayment, coinsurance, or deductible, otherwise, leave your money and valuables at home
  - the name and contact information of the person picking you up when you’re discharged
- If you are staying overnight, bring the following:
  - personal hygiene items such as a toothbrush, toothpaste, and comb
  - robe and slippers (slippers are required if you leave your bed)
  - eyeglasses, hearing aids, and dentures with storage cases (if applicable)
  - C-PAP mask and machine for sleep apnea patients
  - reading and writing materials (if desired)
- After completing admission, you’ll go to the second floor waiting room.

**JUST BEFORE SURGERY**

**In the waiting room**

- Once you arrive in the second floor waiting room, you’ll be taken to the changing area.
- Any companions will be asked to remain in the waiting room and will receive a card with a confidential patient number on it. By matching the number on the card to the corresponding number on the electronic screen, your companion(s) will be able to track your progress through the surgical process.

**In the changing area**

- You’ll be asked to put on a hospital gown and remove personal items such as glasses or contact lenses and dentures or other prosthetics.
- You’ll be taken to the preoperative area, where the results of preoperative tests will be reviewed by your surgical care team, and your blood pressure, temperature, heart rate, and breathing will be checked. An intravenous line, or IV, will be placed in your hand or arm to give you necessary fluids and medications; you may also be given medication to help you relax.
- For your safety, you’ll be interviewed by your surgeon, anesthesiologist, and surgical nurses to verify all of your medical information. Because of space and privacy concerns, any companions must remain in the waiting room during the interview and preparation process; an exception may be made in the case of a small child undergoing surgery. A parent may be present during this time.

**TIME OUT FOR SAFETY**

Once you’re transported via gurney to the operating room, a safety briefing, or “time out,” will be conducted. During the time out, your surgical team will review the plan for your surgery before starting anesthesia. You’re encouraged to be an active participant in this process by speaking up if you hear any incorrect information being discussed, or by adding any information you feel would be helpful.



## PATHWAY TO RECOVERY

### Recovery from anesthesia

- After surgery, you'll be transported to the postanesthesia care unit (PACU) to recover from the anesthesia. A staff of specially trained registered nurses will monitor you and provide care as you wake up from the anesthesia.
- Visitors are not allowed in the PACU because of patient confidentiality and space constraints.
- After you have recovered from your sedation, your doctor or a member of your surgical team will come by and speak with you about the surgery and your follow-up care plan.
  - If you'll be going home the same day, you will receive detailed instructions for taking care of yourself at home, and, if needed, you'll receive a prescription for pain medication. You should also expect a call from your recovery room nurse 24 hours after you leave the hospital to assess any pain and to confirm your follow-up appointments.
  - If you'll be staying overnight, you'll be moved to a hospital room.

### Managing your pain

Following your procedure, you may be uncomfortable. Medication is ordered to help reduce pain or nausea following surgery and is administered according to your need. Let your care team know if you need the medication. We want you to feel as comfortable as possible during your recovery.

### Preventing falls

For a short period after your surgery, you may feel some lingering effects of the medication you received. To help prevent falling and possibly injuring yourself, always sit up slowly and if you feel dizzy or light-headed, ask for assistance with standing or walking. For further protection, wear slippers with nonskid soles.

### Nutrition

If you're recovering at home, you may eat what you like unless you have been given specific dietary recommendations from your physician. If you are staying in the hospital, your physician will determine when and what you can eat or drink. You may be fed intravenously after your procedure and then slowly be moved to liquids and solids.

## AVOIDING INFECTION IN THE HOSPITAL

If you will be staying in the hospital after surgery, it's important to follow these steps to help avoid infection.

### Move or walk

We recommend getting out of bed as soon as possible depending on your medical condition. Your doctor will determine when and how you should increase your activity. Moving can help you heal faster, and help prevent pneumonia, blood clots, and skin breakdown after surgery. If you feel too weak to move on your own, ask a member of your care team for help. They can help you walk or change your position in bed. If you are unable to walk, there are still things you can do to prevent skin breakdown and pneumonia: Sit up in a chair during meals, change your position often, and do simple exercises in bed.

### Brush your teeth

The bacteria in your mouth can cause lung infections. To reduce this bacteria, brush your teeth well two times daily before your stay in the hospital. We will give you a toothbrush, toothpaste, and mouthwash. Brush your teeth the morning of surgery, and spit it all out. After surgery and during your hospital stay, brush your teeth at least twice each day and use the special swabs that the nurse will give you between brushings.

### Keep your lungs strong

During the first few days after surgery, breathe deeply and expand your lungs. This will help keep them strong and reduce your risk of infection. Practice any breathing exercises your care team has given you, including deep breathing and intentional coughing, to help keep your lungs clear. Use your incentive spirometer to help your lungs stay active.

### Sit up at mealtime

Be sure to sit in a chair for meals. Stay upright for 30 minutes after eating. If you are not able to sit up in a chair, tilt your bed to an upright position.

### Raise the head of your bed

Keep the head of your bed elevated to 30 degrees all of the time. This will help you breathe better and prevent pneumonia.

## TRANSPORTATION HOME

You must make arrangements for a responsible adult (18 years or older) to pick you up and drive you home after you're discharged. We cannot permit you to drive yourself home or to take public transportation or a taxi without a responsible adult to accompany you.

If you're getting a ride home, your driver can pick you up at the Emergency Department entrance in Parking Lot B. Hospital staff will wait with you until your driver arrives, and will assist you into the car.

If you need a taxi, wheelchair van, or gurney van at discharge, you'll need to pay for these forms of transportation. Kaiser Permanente only pays for ambulance transportation in life-threatening emergencies or when a Kaiser Permanente physician determines that ambulance transportation is medically necessary.

The hospital discharge planner may assist you in examining your options when an ambulance is not necessary. But to avoid unnecessary

## HOW TO USE YOUR INCENTIVE SPIROMETER

- Sit up as far as you can in bed, in a chair, or on the edge of your bed.
- Hold the device in an upright position with the "BEST, BETTER, GOOD" label facing you.
- Place your lips tightly around mouthpiece.
- Inhale slowly and deeply to raise the piston in the chamber to the level prescribed. As you inhale, keep the top of the yellow flow cup in the "Best" to "Better" flow range.
- When you have inhaled completely, remove the mouthpiece, hold your breath for five seconds, and then exhale normally. Allow the piston to return to bottom of the chamber.
- Rest and repeat this breath exercise.
- Do this breath exercise 10 times every two hours you are awake.

delays, we recommend that you make transportation arrangements before surgery.

If your physician schedules a return appointment for you while you're staying at a nursing facility, it is still your responsibility to provide transportation to the appointment.

The following companies offer transportation options for ambulatory patients and patients needing to be moved in a wheelchair or gurney.

- AA Med Trans  
**1-800-343-7200** or **707-552-1193**  
aamedtrans.com
- American Medical Response  
**415-456-7788**  
amr.net
- Pro Transport  
**1-800-650-4003**  
www.protransport-1.com

## USEFUL TELEPHONE NUMBERS

If you have questions about your appointments, call the advice nurse in your surgeon's department listed below. An asterisk means you can call 24 hours a day, 7 days a week. Otherwise, please call during usual hours of operation.

- Admitting Department\*  
**415-444-2075**
- Business Office  
**415-444-2100**
- Dermatology  
San Rafael: **415-444-2939**  
Petaluma: **707-765-2062**
- Discharge Planning/Social Services  
**415-444-2638**
- EKG (Electrocardiography)  
San Rafael: **415-444-4620**  
Petaluma: **707-765-3633**
- Emergency Department\*  
**415-444-2400**
- General Surgery advice nurse  
San Rafael: **415-444-2950**  
Petaluma: **707-765-6240**
- Head and Neck Surgery advice nurse  
San Rafael: **415-444-2919**  
Petaluma: **707-765-2101**
- Health Education Center  
**415-444-2173**
- Laboratory  
San Rafael: **415-444-4679**  
Hours: Monday–Friday, 7 a.m.–6 p.m.;  
Saturday, 8 a.m.–3 p.m.  
  
Downtown San Rafael: **415-482-6770**  
Hours: Monday–Friday, 7:30 a.m.–5 p.m.  
Petaluma: **707-765-3420**  
Hours: Monday–Friday, 7:30 a.m.–5 p.m.  
Novato: **415-899-7515**  
Hours: Monday–Friday, 8:30 a.m.–5 p.m.
- Member Service Contact Center\*  
**1-800-464-4000**
- MOHS advice nurse  
San Rafael: **415-444-2233**
- Obstetrics-Gynecology advice nurse  
San Rafael: **415-444-4440**  
Petaluma: **707-765-3940**
- Operator\*  
San Rafael: **415-444-2000**  
Downtown San Rafael: **415-482-6800**  
Petaluma: **707-765-3900**  
Novato: **415-899-7400**
- Ophthalmology advice nurse  
San Rafael: **415-444-2990**  
Petaluma: **707-765-6224**
- Orthopedic Surgery advice nurse  
San Rafael: **415-444-4430**  
Petaluma: **707-765-6225**
- Pediatrics advice nurse  
San Rafael: **415-444-4460**  
Petaluma: **707-765-3472**
- Perioperative Medicine (POM) Clinic  
**415-444-2579**
- Pharmacy (outpatient)  
San Rafael Pharmacy 1  
(Medical Office One): **415-444-2980**  
Hours: Monday–Friday, 8 a.m.–10 p.m.;  
Saturday, Sunday, and holidays,  
8 a.m.–6:30 p.m.  
San Rafael Pharmacy 2  
(Medical Office Two): **415-444-4335**  
Hours: Monday–Friday, 9:15 a.m.–1 p.m.  
and 1:45–5:30 p.m.  
Downtown San Rafael: **415-482-6900**  
Hours: Monday–Friday, 9 a.m.–6 p.m.  
Petaluma: **707-765-3455**  
Hours: Monday–Friday, 8:45 a.m.–6 p.m.  
Novato: **415-899-7563**  
Hours: Monday–Friday, 8:45 a.m.–6:30 p.m.
- Plastic Surgery advice nurse  
**415-444-2633**
- Podiatry advice nurse  
San Rafael: **415-444-4430**  
Petaluma: **707-765-6225**
- Radiology (X-ray)  
San Rafael: **415-444-2966**  
Hours: Monday–Friday, 8 a.m.–8 p.m.  
Downtown San Rafael: **415-444-2966**  
Hours: Monday–Friday, 9 a.m.–1 p.m.  
and 2–5 p.m.  
Petaluma: **707-765-3684**  
Hours: Monday–Friday, 9 a.m.–5 p.m.  
Novato: **415-899-7410**  
Hours: Monday–Friday, 9 a.m.–5 p.m.
- Surgery Cancellation Line\*  
**415-444-4661**
- TTY for the hearing/speech impaired\*  
**1-800-735-2929**
- Urology advice nurse  
San Rafael: **415-444-2919**  
Petaluma: **707-765-2101**
- Vascular Surgery advice nurse  
**415-444-2950**

## FINDING YOUR WAY

Kaiser Permanente San Rafael Medical Center  
99 Montecillo Road  
San Rafael, CA 94903  
415-444-2000

- **The Admitting Department is located on the third floor of the hospital.** Park in Lot D (in structure) and walk across the open space to the hospital main entrance on the third floor.
- **The Perioperative Medicine Department is located on the fourth floor of Medical Office One.** Park in Lot D (in structure) and walk across the courtyard to the main entrance of the medical office building.

## DIRECTIONS

### From Highway 101 South

- Take the Freitas Parkway exit toward Terra Linda.
- Take the ramp toward Terra Linda.
- Merge onto Manuel T. Freitas Parkway.
- Turn left onto Las Gallinas Avenue.
- Turn right onto Nova Albion Way.
- Turn right onto Montecillo Road.

### From Highway 101 North

- Take the Terra Linda exit.
- Merge onto Manuel T. Freitas Parkway.
- Turn left onto Las Gallinas Avenue.
- Turn right onto Nova Albion Way.
- Turn right onto Montecillo Road.



Map not to scale