

Surgery Family Waiting Room Information

Welcome to Bronson. We know you will want information during your loved one's surgery. There is a status board on the wall in the surgery family waiting room. The status board tells you where your family member is located during their surgery. You have been given a card with a number for your family member. The card describes the color coded system that tells you your family member's location.

When your family member is in surgery, you will be given updates. We will text you on your cell phone or loan you a pager. We ask that one family member remain in the family waiting room if a child is having surgery. Please feel free to speak to the surgery family waiting room staff at any time if you have questions. If you have not had an update in over two hours, please come to the desk.

When the surgery is finishing, the waiting room staff may guide you to a consult room. This is done to ensure privacy. It may take 30 minutes or more before the surgeon arrives to talk to you. It may be another 30 minutes or more before your family member is moved to recovery (PACU).

Sixty to ninety minutes after your family member has arrived in recovery, you may be able to visit if your family member is feeling up to it. There are many patients in recovery at the same time. To respect everyone's privacy, we ask that all visitors follow these guidelines:

- Only 2 visitors per hour for 5-10 minutes is preferred so your loved one can rest.
- Do not bring food or drink to the recovery room.
- Please stay in your family member's curtained area.
- Limit cell phone usage to the hallway or surgery family waiting room.
- Speak quietly during visit.
- Children must be age 14 or older.
- No photography is allowed without written permission of your family member.

We recognize each person's condition and the needs of each family are unique. The recovery (PACU) nurse will work with your family to decide if any exception to these guidelines would be appropriate. We appreciate your cooperation as we work together to meet the needs of your loved one.

Pager Information

You have been given a pager that will help keep you informed about how your family member is doing throughout their surgery.

Please keep the pager within sight so you are aware of the information being sent to you. Pagers will stop and reset about one minute after it is given to you and when information is sent to you.

If you need to leave the hospital, please turn in your pager to the surgery family waiting room staff. Let them know when you plan to return along with a phone number.

The following is information you may receive on your pager

- Please report to reception desk
- Surgery has begun
- Update patient doing well
- Finishing surgery soon (return to Surgery Family Waiting Room)
- Patient has arrived in recovery
- Room assigned - see staff

Please see the surgery family waiting room staff with any questions or concerns.