

What to Expect During Your Stay

During your stay, your health care team will create a plan of care for you. Your team will update your plan daily. It is changed as needed. We will use input from you and your family when making your care plan. We know that your stay can be stressful. **Please ask questions or bring concerns to any member of your health care team.**

Pain Management

You should not expect to be completely pain free. You **can** expect to decrease your pain to a level that allows you to rest and move when you need to. Your nurse can help you set goals to manage your pain. It may take some time to find what works best for you.

Listed below are some of the team members you may meet.

- The **attending surgeon (MD)** is the doctor in charge of your care from admission to discharge.
- The **residents and interns (MD)** are doctors who work very close with your attending surgeon. You can expect visits from your doctors each day. They will assess your progress. They will order treatments, therapies, and medicines.
- The **nurse practitioner (NP)** works closely with the attending surgeon and residents. They will order treatments, therapies and medicines. During weekdays, the NP will visit you each day.
- The **registered nurse (RN)** is the nurse you will see each shift. Your RN will assess your body systems and provide medicines. They will also update you about your care plan.
- The **nursing assistant (NA)** works closely with your RN to assist with your physical care.
- The **pharmacist** reviews the medicine you take at home. They also review your medicine during your stay and again when you are discharged.
- The **case management staff** is a team which consists of an RN and a social worker. One of them will meet with you during your stay. They help arrange the safest discharge plan for you. This plan may include arranging home health care or placement at a skilled nursing facility. They also arrange for special equipment if needed.
- The **physical (PT) and occupational (OT) therapy team** will see you when ordered by your doctors. They will help you increase your mobility and progress to safe independence.
- The **nurse manager** is the RN in charge of the entire nursing unit. She may make rounds during your stay to check in with you.

Below are answers to some of the most common questions from patients and family members.

- Telephone calls
 - To make a local call or toll-free call dial “1” to get an outside line. Then dial your local number, or the toll-free number.
 - To make a long-distance call, dial “1” to get an outside line. Then dial “1” and the area code and phone number.
 - Cell phone use is okay.
 - Your room has a direct phone number. It is printed on the white board on the wall. You will find your room number located here as well.
- MyChart bedside is an app that is loaded onto a tablet. All patients can use this. Please ask the nursing staff for help with the tablet and its functions. You will be able to see your recent vital signs and medicines. You will be able to see who is taking care of you in the hospital. You can see your daily schedule of events. You can also talk with your healthcare providers. You can also access movies on the tablet via swank media.com
- Temperature Control: Each room has its own thermostat or control. Your nursing staff can help you adjust your room temperature for comfort.
- Meals and snacks can be ordered through our “room service” system.

Your nursing staff can help you order food when you are ready. There is a room service menu in each room. Meals can also be ordered using MyChart bedside tablet.

- TV Channel list is on Channel 2. There is also a DVD player in your room attached to the TV. If you would like to use this, please ask your nursing staff.
- You can access wireless internet service in each room.
- Disabled parking permits can be obtained from the clinic staff at your follow up appointment. Your doctor will need to approve.
- The visitor policy is posted on the bulletin board in your room. **One** visitor parking permit will be validated at the information desk. This desk is near the hospital’s main entrance. Your nursing staff can direct your visitors to the cafeteria or nearby snack machines and waiting areas.
- UW Hospital and Clinics is smoke free. **There will be no smoking allowed in or on any indoor or outdoor hospital property.**

We hope you will assist us to provide the best care for you by sharing your concerns or ideas at any time.

Your health care team may have given you this information as part of your care. If so, please use it and call if you have any questions. If this information was not given to you as part of your care, please check with your doctor. This is not medical advice. This is not to be used for diagnosis or treatment of any medical condition. Because each person’s health needs are different, you should talk with your doctor or others on your health care team when using this information. If you have an emergency, please call 911. Copyright © 10/2018 University of Wisconsin Hospitals and Clinics Authority. All rights reserved. Produced by the Department of Nursing. HF#6710