

Thank you for choosing **North Shore Oral & Maxillofacial Surgeons** and our in-built theatre facility (Shakespeare Surgical Suite) for your surgery.

Your Appointment

Date:

Time:

No food or any drink (except water) from:

Sips of water allowed until:

Please be aware that your session is valuable. We would therefore appreciate it if you plan your schedule well so that any unnecessary cancellations can be avoided. We however do understand cancellations due to urgent matters can occur and may be unavoidable.



► Urgent **Contact Numbers**

During working hours:

Please contact NSOMS reception 09 486 7778.

During after hours:

Please contact one of our on-call surgeons. Contact details for the on-call surgeon will be available on our answering phone message when calling NSOMS reception 09 486 7778.

Emergency:

Please dial 111 if you experience severe breathing problems, chest pain, or major bleeding.

► Consumer **Rights**

NSOMS is committed to delivering care in accordance with the Code of Health and Disability Service Community Rights, the Health Information Privacy Code and the Privacy Act 1993. We encourage you to speak up and actively participate in decisions about your care and treatment. We will provide you with a feedback form during your stay so you can have your say.

A complaints form is available on request.

► Payment **Arrangements**

Your surgeon will have provided you with an estimate of costs for your surgery. This will include the surgeon, anaesthetist and facility fees.

ACC / Southern Cross Affiliated Provider / other contract surgery:

NSOMS will seek approval for your surgery on your behalf.

If your surgery is only partially funded you will be required to pay the balance prior to admission.

Health insurance:

If you have health insurance, and your procedure is covered by your insurance policy, you must obtain "prior approval" before the day of your surgery and advise NSOMS of your prior approval number. Bring your prior approval letter with you on the day of your surgery or email it through to us at: reception@nsoms.co.nz

Payment for excess on insurance claims is required before you have your surgery.

Paying personally:

If your procedure is not covered by health insurance, payment is required prior to admission.

Non-payment will incur collection fees.



North Shore Oral & Maxillofacial Surgeons

**General Anaesthesia at
Shakespeare Surgical Suite**



► What is General Anaesthesia?

General anaesthesia produces a drug-induced state where you will not respond to any stimuli, including pain. In other words, you will be put to sleep during the surgery and will not be aware of anything throughout the procedure. General anaesthesia is performed by a specialist anaesthetist.

► Pre-Admission

After you have discussed your surgical and anaesthetic options with your surgeon, you will normally be asked to see a nurse for a consultation. You may notice that you will be asked the same questions by the nurse and surgeon, but this is to ensure your safety. The nurse will thoroughly go through your medical history and obtain basic recordings such as your blood pressure, heart rate, oxygen saturation and weight.

Please tell your surgeon and nurse all of your medical details and all of the medications you are taking (including homeopathic and alternative medicines).

Patients with complicated medical histories or children younger than six years of age may be asked to come and see our specialist anaesthetic colleagues prior to any surgery appointments. The surgeon and anaesthetist may together decide that it is in your best interest to have your surgery undertaken in a hospital environment. Both our surgeons are fully credentialed to work in Southern Cross Group Hospitals and they undertake regular sessions at Southern Cross North Harbour Hospital as well as The Northern Surgical Centre (both in Wairau Road, Glenfield).



► Your Preparations Before Surgery

Time off Work/School: Please arrange to take days off work or school based on your surgeon's recommendations (usually between 3-5 days).

Escort: It is very important that you either come with someone to your surgical appointment or at least arrange someone to collect you afterwards. You also need to organise someone to look after you for the next 24 hours following your discharge. Unsupervised taxi transport home is unacceptable.

Eating & Drinking: Fasting (not eating or drinking) is necessary to minimise the risk of regurgitating your stomach contents and causing damage to your lungs from the stomach acid.

The following guidelines are recommended by ANZCA:

- 1) You are **NOT allowed** to eat food or drink any type of fluid (except water) at least for **SIX hours** prior to surgery.
- 2) You are **allowed** to have sips of water for your comfort and to swallow your medications up until **TWO hours** prior to surgery.

Shower & Mouth Care: Please have a shower in the morning and clean your teeth as normal.

Clothing & Jewellery: Please wear something comfortable and remove all of your jewellery. If you have any body piercings inside your mouth or around your face, you may be asked to remove these. Do not bring any valuables with you.

It is very important that you follow the above instructions. Please also be aware that your surgery may be cancelled to ensure your safety if these instructions have not been followed. Ring one of our nurses if you are unsure of anything.

► Reminder Call

One of our staff members will give you a reminder call the day before your surgery to confirm this appointment. During this call we will go through your preparation check list again with you. This will also give you an opportunity to ask us any questions you have.

We may need to slightly change the time of your surgery in order to make the day run smoothly. This is because we prefer to perform surgeries on children / medically compromised patients / urgent cases first thing in the morning.

► Day of Surgery

When you arrive at our reception desk you will be greeted and asked to fill out a form that gives us details of the escort who will collect you after your surgery and when you last had something to eat or drink. You will then be asked to settle your accounts with us, (please see the "Payment Arrangements" section for further details).

Your surgeon and anaesthetist will come and see you prior to surgery to address any questions you have and to sign the consent form.

It is common for your escort to leave the clinic while your surgery is being performed. Your length of stay following your surgery will depend on your operation and recovery needs.

When you enter our operating theatre you will be asked to rinse your mouth with a provided antiseptic mouthwash. The specialist anaesthetist will then guide you through the steps of anaesthesia with clear explanations until you are fully anaesthetised.

When your procedure is finished you will be moved to the recovery room where you will be cared for until you are fully awake. It is not routine for family to go into the recovery room due to privacy concerns. The recovery nurse will call your escort through when you are ready to be discharged.

► Discharge

When you wake up you will be in the recovery room being looked after by our recovery nurse. As you wake up it is normal to experience nausea, bleeding in your mouth and discomfort. The recovery nurse will initially give you oxygen via a mask. You may also be given some medications that will help your nausea and pain.

When you recover fully from your anaesthesia and your escort has arrived, the recovery nurse will go through post-operative instructions and a prescription will be written up by your surgeon. Upon discharge your escort will receive our discharge pack which normally contains:

- Post-operative instruction sheet and urgent contact details
- Prescription
- Follow-up appointments
- Pack of gauzes
- Antiseptic mouthwash
- Soft tooth brush
- X-Rays or scans

You may not receive some of these items based on your needs.

► For 24 hours after General Anaesthesia

- You may have some effects from the general anaesthetic medications and the anaesthesia itself. These may include; nausea, vomiting, a sore throat/nose, and/or a headache
- Do not drive or operate any mechanical or electrical equipment
- Do not lock any doors behind you in case you feel faint or unwell when alone
- Do not sign any legal documents
- Do not do anything that requires fine coordination and judgement
- Continue to take all of your usual medications unless told otherwise by your surgeon