The Recovery Room (PACU)

- Time needed in recovery varies from person to person. Around two hours after the patient arrives in the PACU, you should receive an update on the patient’s status.

Visitation in the Recovery Room (PACU)

- Visits in the PACU are **NOT GUARANTEED**.
- If a visit is allowed, **ONLY TWO** visitors will be invited into the PACU for a brief visit. Visitors must be 16 years of age or older.
- When arriving to the PACU, please use the tan house phone on the wall outside the unit. An employee will come escort you to the patients bedside.

Outpatient Recovery

- Some patients will spend a short time in the PACU, so you may not visit until they reach the Outpatient recovery area.
- Once the patient is in the Outpatient area you will be paged to the P20 desk. You will turn in your pager, one parking ticket will be validated and you will be directed to the Outpatient area. Please bring all patient belongings with you at this time.

Room Assignments

- If the patient is being admitted to the hospital you will be paged once the patient leaves the PACU and is on their way to the nursing floor. You will turn in your pager, one parking ticket will be validated and you will be directed to the patients room. Please bring all patient belongings with you at this time.

Steps to access the Cleveland Clinic Public Network:

1. Start your web browser (i.e., Internet Explorer, Safari, Firefox, etc.).
2. A Security Alert message may display.
3. The Cleveland Clinic Wireless Guest Access screen will display.
4. Click on Enter Guest Network to continue.
5. Read the policy and click Accept to continue.
6. You can now browse the Web.

Questions, Comments or Concerns please contact us:

**Kristen Vargo**
Nurse Manager, Same Day Surgery/Pediatric PACU
Phone: 216.444.9522
Email: vargok3@ccf.org

**Erica Stefanik**
Nurse Manager, PACU
Phone: 216.444.7477
Email: stefane@ccf.org

9500 Euclid Ave., Cleveland, OH 44195
Cleveland Clinic is a nonprofit multispecialty academic medical center integrating clinical and hospital care with research and education for better patient care. More than 3,000 staff physicians and researchers in 120 medical specialties provide services through 27 patient-centered institutes. Cleveland Clinic’s health system comprises a main campus, eight community hospitals and more than 75 outpatient locations, with 16 family health centers in northern Ohio, and medical facilities in Florida, Nevada, Toronto and Abu Dhabi. Cleveland Clinic is consistently ranked among the top four hospitals in America (U.S. News & World Report). clevelandclinic.org

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P20 Surgical Waiting Lounge

- The receptionists at P20 will provide ALL SURGICAL UPDATES today (Hours: 5:00 a.m. to 10:00 p.m.)
- P20 desk phone number: 216.444.5767
- Amenities at P20 include patient belonging lockers (require a quarter), complimentary coffee/hot chocolate, and vending machines.
- Reminder: If leaving the P20 lounge please notify the P20 desk.

Blue Pagers

- Given to the visitors to provide communication throughout the day
- When the pager beeps, press the green button on the right two times and the message will appear
- The receptionists will activate the pager each time an update is available
- Most messages do not require you to come to the P20 desk
- Please keep your pager around your neck. DO NOT place in a bag or purse.
- Also, listen for your name over the loud speaker; we use this in conjunction with the pagers
- Reminder: Don’t forget to turn in your pager at the end of the day and receive one parking validation.
- The P20 Parking Garage (Parking#4 Garage) only accepts credit/debit cards. NO CASH

Avatar Maria – P20 Virtual Concierge

Virtual Information Guide

- Touch screen kiosk that provides way finding, information for guest services, printable maps, and daily listing of activities (Available 24 hours a day)

Blue Navigare Screens “Patient Tracker Screens”

- Navigare Code

  ____________________________________________________________________________

  Locker #

- This screen displays the time the patient enters each stage of the surgical process
- The patients code will be listed alphabetically on the screens

Patient Service Navigators

If you should have any questions or concerns regarding your surgery experience please contact one of our Patient Service Navigators.

Jacqueline Nida
216.636.4673
7:00 a.m. to 3:30 p.m.

Hollie Renninger
216.636.4674
11 a.m. to 7:30 p.m.

Pre-op

- In the pre-op area the patient will be asked to change into a gown, meet with a nurse, answer admission questions, and have an IV inserted.
- Procedure times are varied and are estimates.
- Emergencies may occur resulting in a delay of the patient’s surgery start time.
- Families will assume responsibility of all patient belongings (lockers available in P20).

Surgery

- Before moving to the Operating Room (OR), the patient may be moved into a Holding Room (a room outside the OR).
- Surgeries vary in length from person to person depending on the procedure and may take longer than expected
- You may receive brief updates during surgery from the operating room. If you do not receive an update, please inquire with the P20 Receptionist.

After Surgery

- The patient’s doctor will contact you after surgery either by phone or in person.
- The receptionist will notify you through the pager or the loud speaker when the doctor is ready to speak to you.
- Before talking to the doctor write down any questions you may have to ensure you do not forget anything.