

Thank you for choosing
**Madigan Army
Medical Center**

for your upcoming surgery
or procedure.

No matter how extensive, surgery is a significant event for anyone, and we want to assure you that your multiple disciplinary team of providers will care for you at all times.

In addition to improving your health in the safest of environments, our goal is to ensure that your surgical experience at Madigan is a positive one. We encourage open communication with our patients, so if you have questions, or feedback that would improve your experience with us, please let us know!

This guide will help you navigate and plan for your surgery.



Cancellations

Cancelling a surgery can affect the entire surgical schedule, not just for you, but for other patients as well. However, we recognize that circumstances come up and we want to be understanding of that. **If you need to cancel your surgery, please call your provider and the Surgical Services Center immediately.**

Your feedback is important to us.

Interactive Customer Evaluation (ICE)

<https://ice.disa.mil>

**TRICARE Inpatient Satisfaction
Surveys (TRISS)**

(In-Patient)

**Joint Outpatient Experience Survey
(JOES)**

800-280-8116

or

joes.survey@ipsos-research.com

www.mamc.amedd.army.mil



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MADIGAN
ARMY MEDICAL CENTER

Surgical Service Center
The Patient Guide

2nd Floor, Madigan Hospital Tower
9040 A Jackson Avenue
Tacoma, WA 98431
PH: 253.968.3015/3016
www.mamc.amedd.army.mil

Pre-Operative Evaluation

At this initial point in the surgery process, you will be seen by a certified nurse assistant to obtain your vital signs, and a nurse to discuss your current medications and allergies, as well as to counsel you on the surgery process. You will also be seen by a credentialed provider for a focused anesthesia pre-operative interview and evaluation. You may receive an EKG or have labs drawn.



Day of Surgery

On the day of your procedure, you will report at your designated time to the Day of Surgery Check- In desk on the 2nd Floor of the Hospital Tower. We strive to maintain our schedule, but may have to make adjustments due to longer cases or emergencies. Our goal is to keep your wait time to less than two to three hours. A good rule of thumb is to add two to four hours to your projected time in surgery to account for any unexpected delays, but we will do our best to keep to the projected schedule. Your family or escort should plan to remain in the hospital for the entire day. Space is limited, so please restrict family/ escorts to 1-2 people. Upon check-in, you will be notified by a nurse when it is time to change from your clothes into a hospital gown and be assigned a bed. Once in the bed, the nurse will interview you, verify

your identity and start an intravenous line (IV).

The anesthesia provider will then verify your identity, interview you and explain what to expect before, during and after your procedure. You will also have an opportunity to discuss last minute issues or concerns with your surgeon.

Upon completion of your procedure, you will recover in the PACU. After meeting recovery criteria; you will then be discharged to home or admitted to the hospital.

Throughout the process, your family or escort can wait for you in the Surgical/ Recovery Waiting Room next to the PACU. Currently,

updates may be provided by staff via the telephone in the waiting room. We are in the process of acquiring an electronic tracking system to improve your family/ escort's ability to monitor your progress.

More information is available at our website:

<http://www.mamc.amedd.army.mil/clinical/anesthesia-operative-services/surgical-services/default.aspx>