

We invite you to visit our Café or Gift Shop for a meal or snack while you wait.

Café

Located on A level, just off the elevators.

Our café offers a wide variety of hot and cold food that includes breakfast items, a salad bar, brick-oven pizza featuring specialty pizzas each day, an entrée station, a grill and sauté station featuring burgers, pastas and other world cuisine, and a deli station.

Cafe Hours:

Monday through Friday:
7 a.m. – 6:30 p.m.

Saturday & Sunday:
7 a.m. – 1:30 p.m.

Gift Shop

Please visit our Gift Shop located on level 1 just off the main lobby. Snacks, beverages and grab-n-go meals are available, in addition to unique gift items.

Gift Shop Hours:

Monday through Friday:
7:30 a.m. – 7:30 p.m.

Saturday & Sunday:
Noon – 5 p.m.

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Welcome to West Chester Medical Center

What to expect as a patient while we're caring for you.

Outpatient Surgery

Inpatient Surgery

Endoscopy

Cardiac Procedures

This brochure explains what you and your loved ones can expect during your procedure. It includes details on when you can have visitors, as well as when and how updates on your care will be shared.

513-298-8000



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Waiting is a hard thing to do. We're here to make it easier.

When checking in, you will be given a pager. This is how our staff will contact you and your loved ones. Please remember that it is important to see the front desk every time that you or your family is paged.

In the waiting area, there is a FamilyVue™ screen where your family can check for the most current information on your status. The FamilyVue™ television screen uses codes to show where you are in the process of your care, such as if you're in surgery or in recovery. It keeps the people who are waiting for you informed without having to wait for phone calls or ask someone.

See the "Understanding FamilyVue™" section in this brochure for more information.

Getting ready for surgery: Pre-Op

You will be paged when it is time to go to the prep room to get ready for your procedure. This is also called pre-op care. While you are there, you may have two visitors at a time. When it is time for your surgery, your visitors will return to the waiting area.

Surgery

During surgery, your family will be able to "follow" you through your surgery by finding your coded name on the FamilyVue™ television screen and following the times listed under each area: Pre-Op, Procedure, Recovery/Post-Op, and Destination. Along with the time you enter an area, there will be an icon beside your name to further explain what is going on.

After surgery: Post-Op/PACU

When your surgery is finished, your family will be paged and escorted to a private consultation room to speak with your surgeon, if you have given your surgeon permission to do so. This generally happens as you are admitted to the Post Anesthesia Care Unit (PACU). It may take up to 30 minutes before you are released from the surgery area. After they speak to the surgeon, they will be asked to return to the waiting area.



Recovery/Post-Op

The length of time spent in the PACU/ recovery area varies greatly for each patient as they recover from their anesthesia. The average length of stay varies depending on the surgical procedure performed.

While you are here, the nurses will address concerns including:

- Shivering
- Pain
- Nausea control
- Waking up from anesthesia
- Correct levels of oxygen in your blood

Because of the need for each patient to be closely monitored, visitors are not routinely permitted in the recovery room. We will contact your family as soon as you are moved to a room. If for some reason a room is not immediately available, the staff will provide a phone update and short visit, if possible.

Your family will be paged and escorted to your room when you are ready to see visitors. The pager is to be returned to the front desk at this time.



Understanding FamilyVue™

We understand that waiting for information about a loved one who is having surgery is a hard thing to do. For this reason, West Chester Medical Center offers a state-of-the-art patient tracking system for the families and friends of surgery patients. This system will allow you to monitor your loved one's progress as he/she moves through each stage of the surgery or procedure.

How to read FamilyVue™






Patient names are coded to provide confidentiality. The patient's name will be displayed using the first two letters of the last name, two periods, the last letter of the last name and the first letter of the first name. For example, Michael Johnson would display as: Jo..n,M

		Time patient went to the operating room.	Time patient went to the PACU.	Time patient is discharged to go home, or moved to another part of the hospital.	
Monday, Jun 2 12:00 PM					
Patient	Preop	Procedure	PACU	Post Op	Destination
Jo..n,M	6:45	7:08	8:51	10:17	Home @ 12:00 (or Room XXXX)

Patient's name, in code and time patient went to pre-op care.

Your family member's code name is: _____

Please see the chart below for additional information on symbols you may see appear.

-  Scalpel – notes that procedure has started
-  Suture line – notes time that suturing begins
-  Bandage – notes time when surgery is over
-  "F" – Please see surgical services front desk
-  Balloon – Angioplasty has been started in the Cath Lab.

We hope that FamilyVue™ will help you feel more informed about your loved one and less worried by providing you with the most up-to-date information available.