



Everything you need to know about your child's surgery at Arkansas Children's Northwest



CONTACT INFORMATION

Address: 2601 Gene George Blvd. Springdale, AR 72762
Main Hospital Number: **479-725-6800**
Security: **479-725-6999**
Inpatient Nurse Station: **479-725-6549**
Pre-OP Nurses Station: **479-725-6877**

HOURS

Main Entrance: Open Daily 6 a.m. - 9 p.m.
After hours, enter through the Emergency Department
Emergency Department Entrance: Open 24 hours a day/
7 days a week

AMENITIES

Garden Level

- Café (M-F 7 a.m. to 2 p.m., Sat/Sun 10 a.m. to 1 p.m.)
- Chapel (Open 24/7)

Level One

- Coffee Shop (M-F 7 a.m. to 2 p.m.)
- Gift Shop

PREPARE YOUR CHILD

Talk to your child before surgery - if your child is anxious or you need assistance with how to discuss surgery with your child, please call our child life specialists at **(479) 725-6828**.



PRE-OP PHONE CALL

We will call you two business days before your surgery to give you surgery time, arrival time, eating and drinking instructions, and other details. Please write down: (1) time to stop eating and drinking and (2) time to arrive.

Call us during the week before surgery at **479-725-6877** if:

- You have missed our calls. We may have left you a message to call us back if you are able to receive messages/voicemail.
- You need to reschedule the surgery.
- Your child becomes sick.
- Please call with any new symptoms of illness, such as cough or fever.
- You have any questions or concerns.



IMPORTANT

Please make sure that your child does not eat or drink after the stop times. (These times will be given to you on the pre-op phone call).

- Your child's stomach must be empty for surgery.
- Food or fluid in the stomach can cause safety concerns.

Watch your child closely after the stop times.

- Make sure your child cannot reach any food or fluids.
- Check bedrooms, play areas and around car seat for hidden items.

FOR PARENTS



FOR KIDS



Watch these videos to know what to expect on the day of surgery!



Videos can also be found at www.archildrens.org/programs-and-services/surgery

Surgery will contact you with the time and pre-op instructions 1-2 days in advance. Caregivers should plan to have the entire day set aside to care for their child post-operatively.



EVENING BEFORE SURGERY

Bath and hair checklist

- Bathe or shower night before or morning of procedure.
- Dress your child in comfortable clothes (PJs are perfect!).
- Do not apply makeup, lotions or baby powder.
- Remove temporary tattoos, nail polish from fingers and toes.
- Special instructions for bathing or cleaning (example CHG wipes): Call your surgeon's office for more information.

Jewelry

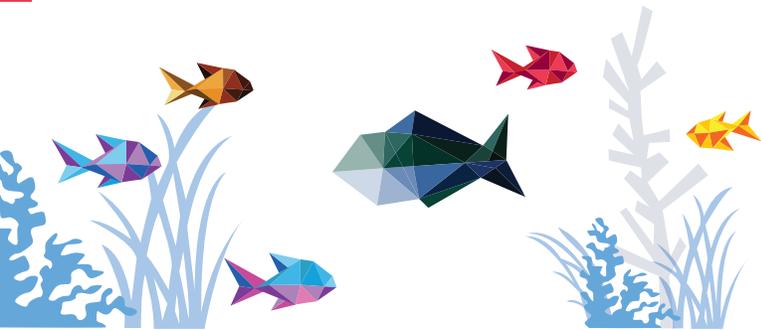
- Remove all jewelry and leave it at home (earrings, piercings, necklaces, etc.)
- Remove all hair pins, ribbons, bands, clips, etc.

Medicines

- Give usual medicines unless told otherwise.
- Have surgery prescriptions filled/ready if given ahead of time.
- Bring medicines with you.

Pack bag

- Comfort items (toy, blanket, pacifier, music, etc.)
- EMPTY bottle or sippy cup (hidden from child).
- Extra clothing, diapers, wipes, underwear.
- Home medical supplies (CPAP, vests, trach go bag).
- For you: Light jacket, book/magazine, cell phone charger.
- Your driver's license, insurance card, and legal guardianship papers if you are not the child's parent.



ADMISSIONS & FINANCIAL COUNSELING

Do you need assistance with insurance enrollment, making a payment or finding information about payment plans? Visit Admissions & Financial Counseling on Level 1 or call (479) 725-6966.

VISITATION GUIDELINES

- Please wash your hands before and after visiting.
- Visitors must be over the age of 12, healthy; without fever, cold or other signs of contagious illness.
- Children under 12 years of age must be accompanied and supervised by an adult at all times.

PAYMENT AND BILLING

- After surgery, Arkansas Children's will bill your insurance company.
- Your child's medical team will bill you separately. This may include radiologists, pathologists, anesthesiologists, surgeons, etc.
- For questions about your bill, please call the number on your statement.

NOTES

A series of horizontal lines for taking notes, preceded by a vertical line of dots on the left side.

YOUR CHILD'S SURGERY INFORMATION

Date of Surgery: _____

Procedure: _____

Post-Op Appointment: _____

Surgeon: _____

Contact Phone Number: _____

Pre-Op nurses station: (479) 725-6877

Surgery scheduler for after hours cancellations: (479) 725-6878

Interpreter (Hablamos Español | Kemij kajin Majöl): (479) 725-6987

THANK YOU FOR ALLOWING US TO CARE FOR YOUR CHILD!

You will receive a survey soon about your experience and we appreciate your feedback!

