



General guidance

Regarding your surgery

Aleris Hamlet

Dr. Jacqui Revell
Employee ID: 20642

Aleris is participating in the Health Ministry's "national surveys of patient experiences." It is a sample survey and participation is voluntary. Aleris encourages you, however, to take part if you are selected. Read more on: www.patientoplevelser.dk

Contents

Introduction	3	Anaesthesia	10
		The operation and recovery	10
Before admission	4	Pain treatment	10
Medications	4	Rehabilitation and physiotherapy	11
Medical condition before surgery	4	Being discharged	11
Fasting rules	4		
Transport	5	After Admission	12
Diet, smoking, alcohol and exercise	6	Contacting Aleris	12
Homecare and helpers	7	Driving and sick leave	12
Phone and Internet	7	Operation wounds and swelling	12
Newspapers, magazines and waiting room	7	Medication after being discharged	13
		Foreseeable discomfort after surgery	13
On the operation day	8	The importance of diet after surgery	14
Before you meet for your operation	8	Patient satisfaction	14
Things to remember	8		
Meeting at the hospital	8	Own notes	15
Relatives	8	Addresses and phone numbers	16
Valuables	9		

In connection with your surgery and possible hospitalisation at Aleris, we hope that this booklet provides you with some information that may be useful before, during and after your stay.

It is our experience that you will have less worries and surprises if you know beforehand what to expect. It is therefore a good idea to read this booklet. In addition to this booklet you will also receive a more detailed leaflet about the surgery, you are undertaking.

If you have other questions or queries regarding the operation / treatment, ask your specialist doctor or nurse at the hospital. You are also welcome to call or send an email to the department.

Before admission

What can you do prior to admission?

- Make appointments with your relatives about how they might help you after you are discharged
- Ensure any food shopping is done, and there is food in the freezer and refrigerator for the first few days

Medications

It is important that you discuss with the specialist physician or look in the folder "Regular medication" if you have to stop taking any of your usual medications before surgery.

- This may be especially important for the operation, if you take blood thinners such as Marevan, Marcumar, Eliquis, Pradaxa, Xarelto, Plavix, Lipid, Grepid, Cloriocard (read more about this in the specific leaflet for the operation you are undertaking)
- Fish oil, garlic and other herbal remedies
- Bring your usual medication, preferably in original packages

Purchase of over the counter medicine

We recommend that before your surgery you buy over the counter painkiller medicines. Paracetamol (Eg Pinex, Pamol or aspirin) and ibuprofen (eg Ibumetin, Ipren or Ibuprofen) you may require these in the first few days after surgery.

Medical condition before surgery

When you meet for surgery, you should feel fit and healthy apart from the reasons that make you undergo surgery.

General well-being, changes in health

If you are experiencing a cold or fever on the day of surgery, there is an increased risk of infection afterwards. You must therefore contact us if you are not feeling healthy when you are due to have surgery. Together we can agree on a new appointment.

If you have changes in your health, or in your usual medications, before surgery you should contact us.

The skin

Preventing inflammation is important, the skin around the surgical site should be intact and without nicks or small wounds. Please contact us if you have wounds or the like. For your safety, in some cases, we may need to find a new date for your operation.

Pregnancy

If you have become pregnant before your surgery, please contact us. It may be necessary to postpone surgery, or take reservations during the process

Fasting rules

You must be fasting before surgery, if you need general anaesthesia, epidural or regional anaesthesia (block).

This is because all the muscles relax, during anaesthesia. Therefore, there is a risk the gastric content flowing back through the esophagus and into the lungs, if the stomach is not empty. It is therefore important that you follow the fixed rules (see info box on this page) on the day of surgery. Otherwise we may have to cancel your surgery.

Transport

You will be responsible for arranging transportation to and from Aleris.

After outpatient surgery

After an outpatient surgery in full anaesthesia you can expect to be ready to be picked up after approximately 2 hours.

At admission

After surgery with an overnight stay, you can normally expect to be ready to go home after breakfast, unless otherwise agreed.

Booking of transportation

Receptionists at Aleris are happy to help you book a taxi.

Driving

If you are referred by the public hospital, there may be a local agreement which allows you to get a driver. Contact your home hospital / patient advisor in order to find out more.

Driving allowance

Receptionists at Aleris can provide you with an application for car allowance. You will be responsible for disseminating this to your local hospital or region of origin.

Fasting rules

You may eat up to 6 hours before the meeting time. After this you must not eat anything

UNTIL 2 hours before the meeting time at the hospital, you may:

- Drink water, juice, coffee or tea without milk
- We recommend that you drink 1 glass of sweet juice without pulp 2 hours before your meeting time at the hospital. This counteracts nausea and malaise. If you have diabetes, you must drink water instead

If you have diabetes:

- If your operation is before 12.00, do not take insulin or tablets in the morning on the day of surgery
- If you undergo surgery after 12.00, you should take half a dose of insulin at breakfast, but nothing else later in the day

KRAM

Diet, Smoking, Alcohol, Exercise

The lifestyle factors that are most related to serious illness and premature death in Denmark, are smoking, physical inactivity, poor diet and high consumption of alcohol.

While the number of smokers has declined, the number of people with obesity and physical inactivity, however, is increasing. Therefore, we at Aleris focus on socio-economics factors and preventive care.

When you have surgery good general health is an important factor for a successful outcome. That's why our health care focuses on talking to you about "KRAM" factors and their impact on you and your health. At the first examination the specialist will ask about your lifestyle habits and advise you about "KRAM" factors, if there is a need for this.

Diet

- If you have special dietary considerations that we need to know during your admission, we would like to be notified of this **least 2 days** prior admission
- Are you very over/underweight, there is an increased risk of anaesthesia complications and wound healing

- Major surgery: In order to quickly regenerate your health and ensure that the wound heals, you should be aware of getting a good protein diet and drink

Smoking

- Smoking is generally not recommended
- Health institute recommends quitting smoking 6 weeks prior to surgery. You can seek help from your doctor to stop smoking
- Smoking inhibits the wound from healing and increases the risk of complications
- All our hospitals are non-smoking

Alcohol

- We urge that public health recommendations on alcohol consumption are observed
- If you drink alcohol higher than public health recommendations, you can seek help to reduce this with your own doctor
- If you drink alcohol higher than public health recommendations, there is an increased risk of bleeding during and after surgery
- Hospitalised patients are welcome to have a glass of wine with their meal, if desired

The logo for KRAM consists of four dark green squares arranged horizontally. Each square contains a white letter: 'K', 'R', 'A', and 'M' from left to right. The letters are in a bold, sans-serif font.

You can download the KRAM leaflet and read more on: www.aleris.dk

Exercise

We encourage that the public health recommendations about exercise are complied with, ie. that each day you're exercising for at least ½ hour.

Homecare and helpers

It is a good idea to have researched the need for homecare and helpers before the operation.

Home care

If you already have a homecare contact, please provide us with this contact information. It's a good idea to give homecare notice about your hospitalisation and possibly make an agreement with them in advance, if you expect to need more help. Aleris is happy to help you get in contact with the homecare you require after being discharged.

Note: Some municipalities require payment for temporary homecare.

Helpers

Before admission, you should get an overview of the equipment you might need. Crutches and other small tools you can borrow from Aleris as needed. Larger aids such as, wheelchairs, beds, high walking-frame etc are not available for loan.

Aleris may be able to assist you with contact to a private rental company, if becomes necessary.

Telephone and internet

You are allowed to use your mobile phone in the hospital also in the recovery room, but remember to be considerate towards other patients and their relatives.

Access to the internet

All rooms are equipped with a free internet connection. However, you must bring a laptop as these are not available.

In each ward, the wireless network connection is not strong enough to support the likes of iPhones and iPads, so we recommend a laptop.

Newspapers, magazines and the waiting room

In the waiting room there are free newspapers and magazines to borrow. There is also complimentary coffee / tea and water. It is not possible to buy different products like sweets, soft drinks, etc

On the operation day

Before you meet for surgery

- You should take a bath/shower at home, but avoid using any creams or make-up
- Do not have nail polish on during surgery
- Do not wear jewelry or piercings during surgery
- Contact lenses should not be worn under full anaesthesia
- Glasses, hearing aids and dentures you may bring to the operation

Things to bring with you

In connection with your admission we expect that you use your own clothes, which promotes your well-being.

Remember

- Your usual medication, preferably in original packages
- Comfortable and loose clothing
- Possibly colored or old clothes that can withstand getting a little yellow colour on them, this is due to the yellow color from the disinfectant. During surgery this can rub off during the first few days
- Practical shoes. If there is planned rehabilitation, they must be firmly attached and easily removable
- Possible aids
- Possible mobile phone
- This folder and your surgery folder

For overnight

- Toiletries
- Possible reading material
- Possible laptop computer

Reception at Aleris

When you arrive at Aleris, you should contact the front desk. Here you will be referred to the right department or welcomed by a nurse.

Preparation for surgery

The nurse, upon receipt, will inform you of hospitalisation and the practicalities of the department. You will be prepared for surgery ie.:

- Given hospital clothes, comfortable and loose clothing
- Receive a patient bracelet with your name and social security number.
- Receive possible hair removal in theater - you can help with this
- Receive possible painkillers
- Stopping water
- Talking with your specialist physician and getting possible markings, as an indication for surgery, with markers
- Talking with the anaesthetist about the anesthesia (this does not apply to local anaesthetic)
- Your relatives will be shown to the place where they may wait

Relatives

We recommend that you involve a relative in your progress, for example:

- Discussions with staff
- The instructions
- In connection with the discharge

Having a relative with you gives you better help and support for when you get home. You are not entirely alone, your relatives can help to guide you.

During the surgery and recovery

In the recovery room, you should not expect to have visits from relatives, only parents of hospitalised children.

Your relatives are welcome to stay in the waiting room or in the living room while you are in the surgery and the recovery room.

Food for relatives

If you are a day surgery patient, your relatives can buy sandwiches in Copenhagen. This is unfortunately not possible in the Jutland departments.

If you hospitalized overnight, your family can buy a meal, but it must be ordered a day in advance (in Esbjerg and Herning can be ordered up until 9am the same day).

Visits

If you are admitted to a room alone, you are free to have visitors, but if are you in a room together with others, you must take this into account with regards to visitors. We recommend only short visits when you are newly operated

Accommodation

If there are vacant beds, it is possible for a family member to stay for a small fee. Price per night is DKK 800.

You can also book accommodation at one of the hotels which Aleris has partnered with. See more on our website under Patient / Visitors / Accommodation.

Valuables

We recommend that valuables, money and jewelry are only allowed in limited circumstances.

You will in most departments have the ability to store belongings in a locked facility.

Aleris does not cover lost belongings. Lost property will only be stored for 1 month, after which they are destroyed. Items with a value higher than approx. DKK 500 will be delivered to the lost property office.

Anaesthesia

At the first examination, you will have agreed with the medical specialist, how they expect you to be anaesthetised.

Before the surgery, talk to your anaesthetist about the anesthesia you need. They will take into account your health status and type of surgery.

If you are fit and healthy, there are no major risks associated with getting anaesthetised.

If you have experienced nausea and possibly vomiting after anesthesia, you should tell us this so we can give you some preventative medicine for nausea before the anesthesia.

An epidural can sometimes cause headaches in the days following anaesthesia. Talk to the nurse if you have a headache and suspect that the

headache is a result from this. The headache can be treated.

Operation and recovery

Operation and recovery takes place in a safe and secure environment with the most modern surveillance equipment.

Operation

You are followed by staff to the operating room. If you are awake during the surgery, you can talk with the staff during the operation.

For minor operations under local anaesthetic, you can go home directly after surgery, or you can sit and rest a little in another room.

After surgeries under general anaesthesia and epidural you will be taken to the recovery room after the operation is complete.

Recovery

In the recovery room, there will always be staff present. Depending on the operation, we keep an eye on your blood pressure, pulse, breathing and pain. You may receive something to eat and drink.

We talk to you about pain after surgery, and you get pain medication if you need it.

Is it an outpatient surgery, you can go home once you are fresh again and have talked to your specialist doctor and nurse on your action plan.

If you need to be hospitalised for a few hours or days, you will stay the hospital until you are ready to go home.

Pain treatment

We will consult with you to identify the best pain management for you

You should expect to have some pain after surgery. In connection with the operation you receive local anesthetic into the wound. This lasts for the first few hours, and when it wears off, you should expect that the pain may increase slightly. You can get painkillers. After major surgery, we recommend most often that you take analgesic medication (paracetamol and ibuprofen) with fixed intervals, several times a day for the first few days. Therefore, we recommend that you have this type of non-prescription drugs ready at home.

It is possible you might need some stronger painkillers (morphine preparation).

Use of pain scale

We will ask you how much pain you are experiencing on a scale (ruler) from 0 to 10. It is only you who can feel how it hurts. You tell us where you are on the scale. 0 represents no pain and the number 10 for the worst.

Good pain management is when you assess pain to be less than or equal to 3 at rest. This means that you can feel that you have had surgery, but you

can stand the pain and possibly sleep through it.

When you move or train, you must expect to have a little more pain. It is okay to feel pain at 5 or under on the scale.

Rehabilitation and physiotherapy

If, as part of your treatment, you need physiotherapy, you will speak to a physical therapist during hospitalisation, or receive a referral for physiotherapy.

Aleris cooperates with PhysioDenmark (FysioDanmark), who handles physiotherapy instruction and treatment both during and after hospitalisation.

PhysioDenmark has clinics all over the country, and we can help you find a clinic near your home or workplace. You may read more about physiotherapy on our website, www.aleris.dk

If you have been referred from the public sector, rehabilitation may be arranged through your municipality.

Discharge

There is a feasibility study agreed on your expected hospital stay. Before you are discharged, you will have a conversation with the nurse about your next steps.

Journal

Upon being discharged you'll receive a description of the surgery and plan. Alternatively you will receive, at the earliest convenience, a copy of these documents in the post. Your own doctor always gets the information about your visit to us unless you have opted out of this.

Monitoring and control

Before discharge agreements, the specialist will agree whether to follow up on your treatment and if so, where and when. If it is agreed that you will follow up with us, you will usually receive an appointment time before you go home.

After discharge

Contact to Aleris

If you have had surgery under full anaesthesia, one of our nurses will be in contact with you during your first few days at home. Here you have the opportunity to ask questions and to go over any information you have received.

You are always welcome to contact us if you are in any doubt in relation to your treatment. Call the main number of the department where you were treated.

It is also possible to get the specialist to call you.

Driving and sick leave

The following precautions when driving after surgery should be respected for the sake of your and others safety.

- Do not drive for 24 hours after anaesthesia
- You may be a passenger in an ordinary car
- If you are operated on in the musculoskeletal system, it could take longer before you can drive in a safe manner. This will be specified in your surgery-specific folder
- If you had a local anesthetic, we generally recommend that you have someone to drive for you, as you must expect that you can not use operated areas, eg. foot or arm, optimally with bandages and the like.

Notification of illness, hospitalisation and Medical certificates

Sick leave and hospitalisation proof you can get from Aleris in agreement with your medical specialist. For a medical certificate you need to contact your own doctor

Surgery and swelling

It is important to keep an eye on surgical wound healing.

Observation of surgical wound

You should be aware of signs of infection / inflammation characters. These are:

- Redness
- Warmth
- Growing pains
- Swelling
- Possible. Fever

If you suspect infection / inflammation, call the department you have been hospitalised with.

Caring for surgical wounds

Unless you've been told otherwise, be sure to:

- To keep the wound clean and dry
- You may shower 24 hours after the operation wearing breathable patch / angel skin (cosmetic surgery)
- Vent the wound ie. by not wearing patch unless necessary
- Wounds heal best with a breathable patch (angel skin). We always recommend this, if you have undergone a cosmetic surgery

- Possible wires or clips in the wound must be removed by us or by your own doctor
- The first year after surgery the scarred area is sensitive to sunlight. Be sure to cover the scar with a patch, clothing or sunscreen at least SPF 15 if you are in the sun or on tanning beds
- After facial surgery we recommend that you sleep with the head elevated - use an extra pillow to reduce the risk of bleeding

Swelling- cold compresses

Cold compresses can be used on swollen joints. i.e 20 min. with cold followed by 2 hours without – this can be repeated if necessary.

You should not use fomentation when you are newly operated, as it may cause increased bleeding.

Medication after discharge

In connection with discharge you will get a list of the medications that we recommend. You should also include your usual medicine.

Medication dispensing

If you need it, you will be given stronger painkillers for use during the first few days at discharge. You will not receive non-prescription drugs, as we expect you to already have this at home.

Possible medicines that are required for use over a long term, you may receive a prescription for.

If you need additional painkillers and prescriptions, please contact your doctor.

Withdrawal of medication

When, after a few days or weeks (depending on which operation you have undergone), you do not need strong pain relief, stop with the strongest medicine first. We can make a plan for you so you can take it step by step.

Pain relief in the form of over the counter medicines you can stop when you do not need them anymore.

Foreseeable discomfort after surgery

After an operation, there may be a number of transient discomforts. On the next page you will see the more common ones listed. See your surgery leaflet for more discomforts specifically related to your surgery.

Reaction to morphine preparations

Have you been or are you in need of strong pain medication in the form of morphine preparations, expect that you can have some side effects that are typical of morphine preparations. These include dizziness, drowsiness, nausea and possible vomiting and constipation.

Constipation

Constipation can come if you're not moving as much as usual, or from drinking and eating less. Constipation symptoms can cause stomach aches, nausea and bloating. Therefore you need to keep regulating your body as

much as possible. Drink 1 ½ -2 liters of water a day. You may want to take some stool medicine. We are happy to advise you if you need it. You can also consult your pharmacist.

Urinary problems

Excreting water can be affected by some operations. When it is time, we will talk to you about this before discharge.

Swelling and discoloration

You can expect swelling and discoloration of the area in and around the surgical site after surgery. It disappears during the first few days.

Fatigue

You should expect fatigue after a major operation. You may need to rest several times during the first few days.

You must listen to the signals your body gives you and respect that it may take time to recuperate after an operation.

The importance of diet after surgery

In order to get back to normality as quickly as possible, and to help the wound heal quickly, we recommend that you get a diet rich in proteins and preferably supplemented with protein drinks. Read more about this, and get recipes for protein drinks, on the website.



Patient Ombudsman. Its homepage: www.patientombuddet.dk. Here you will find guidance and a complaint form.

If you want to seek compensation for mistakes you believe have been committed, please contact the Patient Insurance Association.

See instructions and complaint form at www.patientforsikringen.dk.

Patient satisfaction

For Aleris to continue to provide the best care, treatment and service, we ask you to please fill out our satisfaction survey that you will receive by mail if you have given permission. Both positive and negative criticism is important to us in our efforts to provide the best possible treatment for our patients.

At each of Aleris's departments, you'll find a screen that asks whether you will recommend Aleris.

You click the smiley that best represents how satisfied you have been.

Any complaints about your progress at Aleris we ask that you please forward directly to Aleris Directors, att. Medical officer, Aleris Gyngemose Parkvej 66, 2860 Søborg.

If you do not wish to do this, you can read more about redress and the

Aleris Hospitaler - West

Aalborg

Sofiendalsvej 97
DK - 9200 Aalborg SV
Tel. +45 3637 2750
aalborg@aleris.dk

Esbjerg

Bavnehøjvej 2
DK - 6700 Esbjerg
Tel. +45 3637 2700
esbjerg@aleris.dk

Aarhus

Brendstrupgårdsvej 21 A, 1. sal
DK - 8200 Aarhus N
Tel. +45 3637 2500
aarhus@aleris.dk

Herning

Poulsgade 8, 2. sal
DK - 7400 Herning
Tel. +45 3637 2600
herning@aleris.dk

Aleris Hospitaler - East

Copenhagen

Gyngemose Parkvej 66
DK - 2860 Søborg
Tel. +45 3817 0700
kobenhavn@aleris.dk

Ringsted

Haslevvej 13
DK - 4100 Ringsted
Tel. +45 5761 0914
ringsted@aleris.dk

www.aleris.dk

Customer service phone operating hours

	West	East
Monday - Thursday	8 am - 6 pm	8 am - 6 pm
Friday	8 am - 3 pm	8 am - 4 pm
Saturday - Sunday	Closed	Closed