

Preparing for your procedure at St. Mary's Medical Center



We want to help you have a smooth and rapid recovery. This brochure will help you prepare for surgery and understand what to expect.

You may access your patient portal (My Care) at dignityhealth.org/my-home

My Care Text is an automated system that sends text messages to your family, friends, or caregiver to keep them updated with real-time information regarding your care and treatment.

We encourage you to check your email for online educational videos related to your procedure entitled "My Health Education."

Pre-Surgical Admissions (PSA)

Your surgeon's office will help you determine if you need to see your Primary Care Physician and/or complete any pre-operative testing in preparation for your upcoming surgery. Some testing can be done through the PSA Clinic by appointment.

Please call **415.750.4900** with any questions.

A PSA Nurse will call you approximately 1-2 business days prior to your surgery to update your health history and review day-of-surgery instructions with you.

COVID-19 Screening

- All patients are required to have completed a COVID-19 test before surgery. Ideally, the test is completed three days before surgery, and test results may not be older than seven days.
- Please call 415.750.4900 to schedule a COVID-19 swab test.
- Please schedule your surgery before you schedule a COVID-19 test.
- After your COVID-19 test, you will be asked to self-quarantine until the surgery date.
- If you have a positive test result, you will be contacted and your surgery will be evaluated.

Billing and payment

If you are a legal guardian/conservator, bring documentation that establishes you as the person authorized to make health care decisions.

To avoid any added stress the day of your surgery, we will work with you to take care of your financial and billing issues in advance. We appreciate your cooperation.

Please know that you may have a co-pay and/or deductible to pay for your procedure. Your insurance company will be able to help you determine what you may owe. Our financial advisors can be reached at the following numbers:

Ambulatory Surgery: 415.750.4941

Inpatient Surgery: 415.750.5817

We know that planning for health care costs is important. Surgeons, etc., are independent contractors. Therefore, you will receive separate bills for their services.

Planning for your procedure

On the day of your surgery, please bring:

- Photo ID and insurance card(s)
- Any equipment your care team provides and asks you to bring (e.g., CPAP machine)
- List of your medications with dose and frequency
- Advance Directive/Power of Attorney (if applicable)

Important items to remember:

- On the day of your surgery, please check-in at the St. Mary's Admitting Office, located on the Lobby Level of the hospital near the main entrance.
- When you arrive, we will screen you for COVID-19 symptoms. We will give you a face mask, to wear throughout your hospital visit.
- Visitor restrictions are in place to limit the amount of people in the hospital. Ask the pre-admitting nurse about visitor rules during your hospital stay.
- Confirm with your doctor if you should stop taking blood thinners or nonsteroidal anti-inflammatory drugs (e.g., aspirin) prior to your procedure.
- Do not eat or drink anything past midnight the day prior to your procedure.
- Please prepare for a family member or friend to accompany you home after your procedure, you cannot drive or leave by yourself.
- Wear comfortable clothing and do not wear any jewelry or contact lenses.
- Please leave all valuables at home.

Minors, guardians, and non-English speakers:

- If English is not your primary language, interpreter phones are available. You are welcome to bring a family member with you to help you.
- If you are a legal guardian, conservator, or emancipated minor, be prepared to present proof of guardianship/conservatorship at the time of your surgery.
- If you are a minor, a legal guardian must be present before, during, and after your surgery.

Canceling surgery

If you find you need to cancel or reschedule your surgery, **please call your surgeon's office immediately.**

Notify your physician as soon as possible if you get a cold, fever, or any illness prior to your surgery date, as this may affect whether your surgery will proceed.

Parking and directions

St. Mary's Medical Center is located at 450 Stanyan Street, San Francisco, CA 94117. Street parking is available but limited. Paid parking is available in the Medical Center Parking Garage, located at One Shrader Street. For frail or disabled patients, there is conveniently located disabled parking directly in front of the Medical Center's main lobby. If you park in the Medical Center Parking Garage, take the elevator to the A Level. Follow directional signs to the Main Hospital elevators. Take elevators to the Lobby (first) Level and follow the signs to Admitting and Registration. Parking validation is available for a reduced rate.

Directions to St. Mary's Medical Center

From the Peninsula (via 101 North)

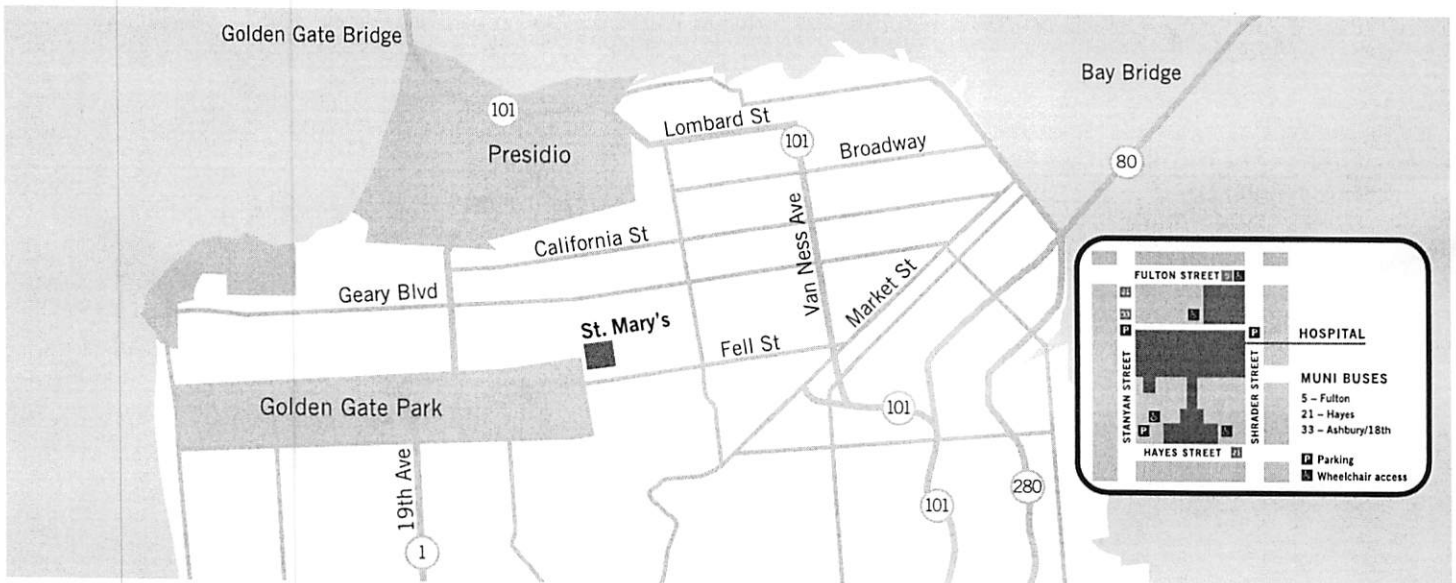
Take US-101 North toward San Francisco. From the left lane merge onto US-101N/Golden Gate Bridge. Continue onto Octavia Blvd. Turn left at Fell Street. Turn right onto Stanyan Street and continue to 450 Stanyan Street. Turn right into St. Mary's Medical Center. Enter at the main entrance and report to 1st Floor Lobby Admitting.

From East Bay (via 80 South)

Head west on Interstate-580 toward Oakland. Merge onto Interstate-80 West toward San Francisco. There is a toll on the Bay Bridge portion of I-80. Merge onto US-101 North toward Golden Gate Bridge. US-101 North becomes Octavia Blvd. Turn left onto Fell Street. Turn right onto Stanyan Street. Main Hospital entrance is on the right. Enter at the main entrance and report to 1st Floor Lobby Admitting.

From North Bay (via 101 South)

Merge onto US-101 South toward San Francisco. There is a toll on the Golden Gate Bridge. Merge onto CA-1 South toward 19th Avenue/Golden Gate Park. Turn right onto Cabrillo Street. Turn left onto 14th Avenue. Turn left onto Fulton Street. Turn right onto Shrader Street. Main hospital entrance is on the right side of the street. Enter at the main entrance and report to 1st Floor Lobby Admitting.



Important numbers

Pre-Surgical Admissions Clinic

450 Stanyan Street
3rd Floor, Room 33
San Francisco
Phone: 415.750.4900
Fax: 415.750.4841

Admitting and Registration Office

415.750.5705

Spiritual Care Services

415.750.5718

Patient Financial Services

Ambulatory Surgery: 415.750.4941

Inpatient Surgery: 415.750.5817



Dignity Health.
St. Mary's Medical Center

450 Stanyan Street
San Francisco, CA 94117

Home Quarantine Guidelines for Pre-Procedural Patients

Why must I self-quarantine?

We require that you quarantine after your screening test until the time of your surgery or procedure to reduce the risk of exposure to COVID-19. It is important that all other pre-procedural tests, office visits, treatments (such as dialysis) and activities be completed prior to your covid-19 screening test. Any household supplies or groceries should be procured prior to testing.

How long do I need to self-quarantine?

You must remain in quarantine until your surgery or procedure date to reduce the risk of being exposed to or infected with COVID-19. Failure to do so may cause your surgery to be cancelled.

What are the restrictions I should follow while in self-quarantine?

You must restrict activities that would put you in contact with others during the quarantine period.

- Stay home - Do not go to work, school, shopping or any public area
- Avoid sharing personal items such as dishes, drinking glasses, towels or bedding
- Do not allow visitors or workers such as house cleaners or maintenance workers in your home
- Separate yourself (at least six feet away) from other residents
- If you are unable to stay six feet away, everyone should wear a mask or cloth face cover
- Limit interactions with pets if possible. If it's not possible, take the same masking and hand hygiene precautions as with other household members
- Clean all "high touch surfaces" daily and wash your hands often, for a minimum of 20 seconds, especially after removing your mask

May I leave my residence during self-quarantine?

You may not leave your place of quarantine to go to any other public or private place. The only exception is if you need urgent medical care.

What if I need medical care?

If you have a medical emergency call 9-1-1. For other medical concerns call your doctor. If you leave home for medical care wear a mask or cloth face covering.

How should I monitor my health during self-quarantine?

Watch for the following signs and symptoms of COVID-19: fever, cough, shortness of breath or trouble breathing, chills, muscle pain, sore throat, new loss of taste or smell, nausea, vomiting, diarrhea, headache

What if I develop symptoms?

If you develop symptoms or need to leave your place of quarantine please notify your physician.

Elective Procedures | FAQs

St. Mary's Medical Center

1. When can I schedule my procedure?

St. Mary's Medical Center is preparing to safely resume scheduled procedures, following the guidance from national health officials and in accordance with state and local public health agencies. We have partnered with state and local leaders to establish criteria for resuming scheduled procedures and other services at our hospital. We will only resume scheduled procedures once all of our criteria have been met and we determine that it is safe for you to receive care at the hospital. Your safety and well-being is our highest priority.

2. What should I expect when I arrive?

If you are not already wearing a mask when you arrive at the hospital, we will provide you with a mask and guide you to your department/unit. St. Mary's Medical Center is continuing to follow and requires all patients to practice social distancing, staying at least 6 feet apart from other patients and visitors. (Strict visitor policies remain in place.) Your care team follows thorough infection prevention protocols and wears masks and other personal protective equipment appropriate for the level of care they are providing.

3. Will I be in the same areas where patients with COVID-19 have been treated?

Patients with suspected or confirmed COVID-19 will be isolated in the hospital and separated from patients receiving care for other needs.

4. What measures are in place at this hospital to protect me?

To ensure the safest environment possible in which to receive care, St. Mary's Medical Center is taking every infection control precaution possible. This includes enhanced cleaning of the facility, visitor restrictions, requirements that all patients and staff wear masks, screenings for anyone entering the hospital and social distancing once inside. Nothing is more important to us than your health and safety.

5. Universal masking policy?

All patients and visitors are given commercially produced medical face masks upon entry into our physician practices and hospitals. Patients and visitors in Dignity Health hospitals will be given a new mask each day. All staff and physicians are also required to wear face masks and other appropriate PPE while in our facilities and providing patient care.

6. Cleaning and disinfection?

Dignity Health is following cleaning and disinfection guidelines recommended by the CDC and California Division of Occupational Safety and Health (Cal/OSHA), as well as instructions from Dignity Health infection prevention specialists. These recommendations and guidelines are all in alignment with the cleaning policies and procedures already in place at our facilities.

We are regularly cleaning all high-touch surfaces (anything people commonly touch such as door handles, armchairs, counters, etc.) in our hospitals and outpatient facilities, which include physician practices, using CDC-recommended cleaning supplies.

7. Screening for temperature and symptom screening?

Upon entering St. Mary's Medical Center, all patients, visitors, staff and physicians undergo routine temperature monitoring and symptom screening. Checking temperatures and screening for symptoms helps us catch any potential illness that a person may not yet be aware of themselves.

Our screening process includes having your temperature taken with a temporal artery thermometer, which scans the forehead, and responding to a few brief COVID-19 symptom screening questions. These thermometers are disinfected before being used on the next person.

8. Visitor Policy?

The health and safety of our patients and their loved ones remain a top priority. To ensure everyone's safety, patients are allowed one visitor per day for one hour. Visiting hours are from 10 a.m. – 4 p.m., seven days per week. Visitors are not allowed for Behavioral Health patients. Visitors will be asked to wear a mask while in the hospital.