



## Day case patient guide

Your guide  
to day case  
treatment  
at KIMS

# Welcome to KIMS

This guide is for patients who are coming into KIMS for an operation or procedure and going home the same day (ie, 'day case' patients).

Advances in surgical procedures and anaesthetics mean a range of surgeries can now be safely performed as a day case. This makes surgery more convenient for patients.

Here you'll find helpful information about:

- What you need to do before your procedure/operation
- What to expect
- What happens when it's time to leave hospital (ie, on discharge)
- The days after your operation/ procedure

We look forward to making your short stay with us as comfortable and worry free as possible, but please don't hesitate to contact +44 (0) 1622 237 500 with any questions or last minute concerns.

## What you need to do before you come in

### Please check the following:

- I have received a Patient Pre-Assessment Form, Admission or Registration Form
- I have completed and returned my form
- I have arranged for a responsible adult to accompany me home and to stay with me for 24 hours following my operation

**Please note:** you must contact +44 (0) 1622 237 500 at least 48 hours before your admission if you are unable to arrange this level of care and support. Regrettably, your operation may need to be postponed if you have not been able to make suitable arrangements for your safe return home

- I have a supply of pain relief tablets at home (if advised by my doctor that it's safe for me to use them)

- I have continued to take my regular medicines on the day of admission and at my usual time (unless NOT advised to do so by my doctor)

### Private, insured patients only

- I have advised my insurance company about the operation/procedure and they have authorised my visit

### Private, self-funding patients only

- I have paid for my treatment in full before admission

### Please note:

If you have a Pre-Admission Assessment Form it must be completed before you attend. If you have any problems completing this form, or you have specific requests, please contact: +44 (0) 1622 237 500.

## Do's and don'ts before your procedure

If you are having your operation/ procedure under a **local** anaesthetic, you can eat and drink as normal prior to your admission.

### If you are having a general anaesthetic:

- Do **not** eat anything for **6 hours prior** to admission time. This includes chewing gum and sweets
  - You may drink clear fluids (eg, water, tea and coffee without milk, sugar or sweetener) **up until 2 hours before** admission time
  - We advise all our patients not to drink alcohol for 24 hours before a procedure as it may affect your anaesthetic
  - You should not smoke on the day you are due to have your procedure
- If you are diabetic, please discuss your fasting times and medicines with your consultant
  - If you are having a colonoscopy you will be given specific instructions by your consultant on bowel preparation, diet and fasting. Please follow these instructions carefully
  - We ask that all patients have a bath or shower before coming into hospital for their procedure

**If you can't attend your scheduled appointment for any reason, or if you have any queries about your admission date or time, please contact your consultant, your consultant's secretary or our reception team on: +44 (0) 1622 237 500; email: [contact@kims.org.uk](mailto:contact@kims.org.uk)**

## What to expect during your stay

### What should I wear?

We suggest that you wear comfortable, loose fitting clothing with cotton underwear and flat or low-heeled shoes. Clothing that is easy to put on and remove reduces the pressure on any wound site and your bandages.

### What about makeup and jewellery?

Please avoid wearing jewellery and do not bring any valuables with you. If you wish to wear your wedding ring, we can arrange for this to be covered before your procedure.

Please remove any make-up (including artificial nails and nail varnish) before you arrive.

### What do I need to bring with me?

- Your insurance documents and/or means of payment (private patients only)

- A list of any medicines you are allergic to
- X-ray scans and any other relevant medical reports you have been given
- A dressing gown and well-fitting closed-back, flat-soled slippers
- An overnight bag including toiletries (in case you need to stay overnight)
- Spectacles, contact lens case and solutions, hearing or walking aids
- Inhalers and any prescribed or over-the-counter medicines that you take regularly. Please make sure you bring these in their original packaging labelled with your name and your repeat prescription list if available. If you are taking anti-depressants, blood thinning tablets (anti-coagulants), the contraceptive pill, or medicines for diabetes or Parkinson's disease, and

you have not yet had a discussion with staff about these in relation to your operation/procedure, please contact +44 (0) 1622 237 500 immediately for advice

- Books and magazines – you may find there is time to fill

### Please don't bring:

- Large sums of money
- Valuable jewellery
- Alcohol
- Recreational drugs
- Cigarettes or other tobacco products

## Parking at KIMS

There is a free car park at the hospital and waiting times are not restricted.

If someone else is driving you here, they are welcome to drop you at the main entrance before finding somewhere to park. The driver can also pick you up from the main entrance or Day Surgery exit when you are discharged.

**Please note:** KIMS cannot be held responsible for any loss or damage to any vehicle parked in our car park.

## What shall I do when I arrive for my procedure?

When you arrive, please see one of our reception staff at the main desk. They will be able to check your admission and account details (**private patients only**) and direct you to your ward.

## What will happen on the ward?

- A nurse will meet you, show you your room, and ask some questions about your health. They will also check your blood pressure, pulse and temperature
- You will then be given two hospital identity bracelets. If you are allergic to anything, please make sure you tell your nurse and you will be given red allergy bands instead
- You will be asked to change into a hospital gown
- Please ensure you keep warm whilst waiting for your operation by wearing your dressing gown or jacket and inform staff if you do feel cold whilst waiting
- Your surgeon and/or anaesthetist will come and see you and can answer any questions you may have about

the procedure. After this, you will be asked to sign a consent form and given a copy of this to keep

- Before you go to theatre, the nurse will again check some details with you, and make sure the site of any operation is clearly and correctly marked

## Can I bring a companion with me?

If you want to bring a friend or relative with you on the day of your procedure, it's fine for them to stay with you until it's time for you to go to theatre.

## Can I smoke while I'm in hospital?

KIMS is a no smoking hospital and smoking is not allowed anywhere within the hospital grounds.

## What to expect during your stay

### Will my procedure be at a set time?

Although you will have been given a **provisional** time for your procedure, this may change because the operating list is only confirmed by the surgeon on the day. The timings of any other tests or treatments can also change, so it's best to allow a minimum of five hours in hospital on the day of your procedure.

### Will I be on a single-sex ward?

Yes. In the Day Surgery Unit, you'll find there are single occupancy bays screened with curtains to provide privacy.

We strongly advise you leave anything valuable at home. KIMS cannot be held responsible for any loss or damage to property you bring into the hospital.

If you would like to discuss your treatment in private, please mention this to the nurse.

### Visitors and mobile phones

There are no formal visiting hours at KIMS for day case patients.

Please ask your callers to phone the main switchboard and ask for the ward where you are staying if they want to find out how you are or when they can collect you.

You are welcome to use your mobile phone, but please be considerate if others around you are resting.

### Questions, questions, questions

It is standard practice to ask the same questions repeatedly to patients having an operation: this is because we need to make sure the correct procedure is carried out on the right patient so we double check our information throughout the admissions process. We hope you will appreciate that this level of attention is to help ensure your own health and safety.

## **Infection prevention and control procedures**

At KIMS, keeping infection rates under control is a top priority. Maintaining a low rate of infection is important to everyone who comes here for care and treatment, as well as to all of us who work at KIMS.

We train our staff in infection control measures and employ a specialist Infection Control Nurse to work with other staff to minimise the risks.

However, we also ask everyone who comes to the hospital to help us keep KIMS free of infection.

## **Some simple ways you and your visitors can help**

- Alcohol gel hand sanitisers are available throughout the hospital. Please use them when entering or leaving any area/department – and ask your visitors to do the same
- Please let the nursing staff know if you have had any recent illnesses including diarrhoea, vomiting or infections that needed treatment with antibiotics
- Wash your hands thoroughly before meals and after using the toilet. When washing your hands:
  - Wet them thoroughly before applying the gel
  - Rub the gel onto the front and back of both hands, paying attention to your fingertips, thumbs and between the fingers
  - Wash underneath any rings you may be wearing
  - Rinse your hands and dry thoroughly using the paper towels provided
  - Dispose of the towels in the bins provided
- Avoid touching your wounds, dressings, catheters, or drains
- Ask your nurse to change any loose, soiled or wet dressings
- Ask visitors to stay away from the hospital if they feel unwell or have been unwell in the last 48 hours
- Do not allow visitors, including children, to sit or rest on your bed
- Ask visitors not to use your bathroom. They should use the public conveniences signposted around the hospital
- Please ask your visitors to change their work clothes/uniform before visiting you after close contact with other people or animals (eg, nurses, waiting staff, vets, farm workers)

## Fire alarm, tests and drills

### Fire alarms and safety drills

At KIMS we take everyone's safety seriously. Our staff have regular fire drill training and the hospital itself is fully equipped with the most up-to-date fire, smoke and evacuation equipment.

Our modern buildings have all been constructed to the most exacting building and safety standards and are regularly inspected.

Our alarms are routinely tested every week, and full fire drills are conducted every year. Nursing staff will inform you when a drill is about to take place; you are not expected to take part.

**In the event of a real fire**, please follow this procedure:

- If you discover a fire, raise the alarm by either informing a member of staff or by using a 'break glass' alarm and shouting 'fire, fire'. Then shut the nearest fire rated door and leave the immediate area
- A continuous alarm indicates that the fire is in your area. Your visitors and non-essential personnel will be evacuated to an assembly area outside the hospital. You should remain in place until a member of the nursing staff escorts you to a place of safety

- An intermittent alarm indicates that the fire is in your building, but not in your area. Again, your visitors and non-essential personnel will be moved to an assembly area outside the hospital. You should remain in your room until a member of the nursing team tells you what to do

**Patients should not attempt to leave the building unless directed to do so by a member of staff and should not use the lift.**



## What happens when it's time to leave hospital?

If you've had a general anaesthetic you will wake up in the closely supervised recovery area. A nurse will measure your pulse and blood pressure regularly and there will always be a member of the healthcare team close by. When you're ready, you will be taken back to your room where you'll be offered pain relief if necessary and have time to sleep off the anaesthetic before you go home.

### How long will it take to recover?

This varies from person to person, depending on the type of procedure you've had. You will usually be able to go home once you've had something to eat and drink, can walk around without feeling unsteady, and have passed urine.

If you've had a local anaesthetic, you will be taken back to your room immediately and offered something to eat and drink before going home. Your surgeon will usually visit you to talk about how the procedure went and you will also be given a letter to take home for your GP, as well as any special advice about how to care for yourself when you get home. Your consultant will also write to your GP.

### Can I see my test results?

Yes, you can have copies of any test results carried out during your stay with us, just ask one of the nursing team.

### Medicines to take home

You may be given medicines to take home with you. Your nurse or pharmacist will explain what these are and when, and how often, to take them as well as any potential side-effects to be aware of.

### Asking questions

If you or your carers have any questions before you leave, please ask your nurse who will be happy to answer them.

## Additional advice

### Medical certificates

You should not return to work on the day after your operation and in some cases you may need to take more time off, depending on the type of procedure you've had. Your surgeon or nurse will be able to advise you about this and provide you with a certificate for your employer if you need one.

### Arriving home

The general anaesthetic you may have had during your time in hospital can affect your reasoning, reflexes, judgement, coordination and level of dexterity. That's why, for 24 hours after your operation, it is very important that you don't:

- Drive a vehicle or ride a bicycle
- Operate machinery or domestic appliances, including cookers, kettles and irons

- Use sharp knives
- Drink alcohol
- Take sleeping tablets
- Make any significant decisions or sign legal documents
- Lift or carry anything heavy, including children

It is illegal to drive whilst you are under the influence of drugs and this includes anaesthetics and some painkillers. Your car insurance cover may be invalid if you drive after your procedure.

If you are planning a holiday, please check your travel insurance cover is not affected.

If you have any worries or concerns about your health, surgery or the effects of the anaesthetic within the first 48 hours after leaving hospital, please ring the Day Case Unit for advice on +44 (0)1622 237 570. After 48 hours, please contact your own GP.

## Your feedback

We welcome your comments on your stay at KIMS and will ask you to complete a short Patient Feedback Questionnaire. This will be given to you when you leave hospital and is also available online.

### **Concerns or complaints about your care or procedure/operation**

If you wish to complain about any aspect of your stay with us, please contact +44 (0)1622 237 500.

## Useful telephone numbers

Main Reception:	+44 (0)1622 237 502/3
Copperfield Ward	+44 (0)1622 237 550
Nickleby Wad	+44 (0)1622 237 555
Pickwick Ward	+44 (0)1622 237 560
Havisham Ward	+44 (0)1622 237 565
Dickens Ward	+44 (0)1622 237 570
Critical Care Unit	+44 (0)1622 237 630
Diagnostics & Imaging Department	+44 (0)1622 237 640
Outpatients Reception	+44 (0)1622 237 580
Admissions Officer	+44 (0)1622 237 731
Billing Co-ordinator	+44 (0)1622 237 729



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