Medical City Children’s Hospital is conveniently located at Forest Ln. and North Central Expwy.

Medical City Children’s Hospital
7777 Forest Ln. Dallas, TX 75230
General Information: 972.566.7000
Physician Referral: 972.566.7111
mcchildrenshospital.com
Medical City Children’s Hospital Surgery

Welcome to the Medical City Children’s Hospital Surgical Services and Outpatient Center. Our innovative and nurturing atmosphere revolves around a singular idea – children aren’t just little adults. They have unique needs. Our team members are specially trained to make you and your child’s experience as stress free as possible.

Medical City Children’s Hospital offers comprehensive and specialized surgical treatments for minor as well as the most complex surgical procedures. Our surgeons have a long history of providing advanced, compassionate, multidisciplinary care for premature babies, infants, children, adolescents and young adults. Each year, our teams perform thousands of surgical procedures, ranging from general surgeries such as hernia repairs and appendectomies, to the most advanced complex procedures. Our physicians are also experts in pediatric minimally invasive procedures including laparoscopic and robotic surgical methods.

Team Approach and Coordinated Care

Your child’s care may involve a team of pediatric experts from several surgical and medical specialties. Additionally, we coordinate and collaborate with a team of experts in subspecialty areas including: pediatric anesthesiologist, radiologist, pathologist, child life specialist and pediatric nursing. At Medical City Children’s Hospital, the best come together applying knowledge, advanced technologies, and breakthrough treatments to ensure each child receives exceptional care.

Contact Us

General Surgery Information: 972-566-8830
Surgery Nurse Line: 972-566-5012
Day Surgery Unit: 972-566-4190
Physician Referral: 972-566-7111
Child Life Services: 972-566-3280

Notes:
Financial Information

For questions about financial or billing information, please contact one of the numbers below based on the first letter of your last name.

972-566-2823  A-H
972-566-8171  I-P
972-566-7079  Q-Z

When discussing financial information by phone, please be prepared with the following information:

1. Your insurance information.
2. The following codes provided by your physician:

   CPT code: __________________________  CPT code: __________________________
   Procedure: __________________________  Procedure: __________________________
   Diagnosis code: _____________________  Diagnosis code: _____________________

To receive the most accurate financial information, please be sure to provide your CPT code when calling. Your CPT code will be provided by your physician.

Pre-Admission and Same-Day Surgery

Information provided by physician’s office.

   Procedure Date: ____________  Anticipated Procedure Time: ____________
   Arrival Time: ______________  Pre-Admission Date: _________________
   Pre-Admission Time: _________  Pre-Admission not required: ____________

Child-Friendly Features

- Child-friendly atmosphere that is colorful with cheery surroundings, play areas and playrooms.
- State-of-the-art operating rooms with pediatric surgery equipment specifically designed to meet your child’s unique needs.
- Same-day procedure services for many procedures.
- Bedside registration is provided during the check in process within the day surgery unit.
- All day surgery rooms are private and provide family centered care.

- Certified child life specialist available to help prepare children for surgery, procedures and hospital visits.
- Mock operating room for children to visit and play with actual medical equipment.
A Parent’s Guide to Surgery

We are pleased you have chosen Medical City Children’s Hospital for your child’s healthcare needs. Our goal is to provide a family centered environment of care and keep you informed through each step of your child’s care, from pre-operative evaluation to discharge. As you and your child prepare for surgery, please use this information as your guide. If you have any questions, please call us at 972-566-5012 between the hours of 9 a.m. – 5 p.m., Monday-Friday.

“What to Expect When You Come in for Surgery” Video

Visit mcchildrenshospital.com to watch our, “What to Expect When You Come in for Surgery” video with your child. It is located on the homepage of our website. This will help prepare your child for his or her surgery day. The video shows a child’s perspective about what to expect when coming in for surgery at Medical City Children’s Hospital.

Pre-Admission Appointments

If you are scheduled to come in for a pre-admission appointment before the day of your child’s surgery, we will complete your registration, assess your child and review your child’s medical history at that time. During this appointment, we will also provide you with day of surgery arrival time, and eating and drinking instructions specific to your child. Additionally, we will address any questions or concerns you or your child may have at the time of this visit. Our child life specialist will also be available to see your child and address any concerns he or she might have about surgery.

One Medical Passport — Our Online Option for Preregistration and Medical History

Medical City Children’s Hospital provides an easy, online questionnaire for you to complete at your convenience, prior to arriving for your procedure or pre-admission appointment. Use One Medical Passport to avoid filling out some handwritten forms during pre-admission testing. This option is only available 48 hours prior to your procedure.

How to Complete Your Medical History Online

1. Visit mcchildrenshospital.com
2. Click the Online Pre-Registration link at the top of our home page.
3. Click on the link for One Medical Passport at the bottom of the page.
4. Click the green Register button.
5. Complete each questionnaire page and click Next to save and continue.
6. When complete, click Finish to securely send us your information.
7. If you need assistance, click the Help link found on each page.

If you are not able to complete your history online, please call our pre-op nurse at 972.566.5012 during business hours to complete your history by phone.

Note the username and password you select.
Patient Portal — Your Medical Records Stored Online

After discharge, take a few minutes to check your child’s record online.

Take a moment to create a Patient Portal account and check your child’s record from your phone or computer. This will help you review all of your discharge instructions, and will provide the most complete information to other doctors and nurses who may care for your child. Better communication will help everyone ensure that your child will receive the best care possible. You can also keep track of appointments, review lab work and get any necessary medical information on this website.

The portal is currently not available for outpatients.

Enroll now at MyMedicalCity.com to receive free and secure online access to your child’s health information.

Important information you will need for the Patient Portal:

Medical Record #:

____________________________

This is the medical record number located on the patient’s armband.

Same Day Procedures

If you are not scheduled to come for a pre-admission appointment before the day of surgery, expect a pre-admission phone call from a nurse about one or two days before your child’s surgery. During the pre-admission call, our nurse will review your child’s medical history with you, explain what to expect the day of surgery and answer any questions you may have. The nurse will provide your day of surgery arrival time and eating and drinking instructions specific to your child. You may also be contacted by our admitting department to preregister by phone prior to the day of surgery. If it is more convenient, you may call us at 972-566-5012 between the hours of 9 a.m. – 5 p.m., Monday – Friday, at a time that is best for you.

Call from Our Anesthesiologist

You should get a phone call from the anesthesiologist the night before surgery. A plan for your child will be determined and explained to you. If the anesthesiologist is unable to connect with you by phone, he or she will meet with you before surgery to answer any questions you may have.

We often give children a medication we refer to as “goofy juice” to help ease separation anxiety before surgery. We will work with you to determine the need for this based on your child’s age and necessity.

Day of Surgery Arrival Time and Location

Please arrive 2 hours prior to the scheduled procedure time unless instructed differently by our hospital staff. Enter through the main entrance of the Medical City Children’s Hospital tower. Check in is located on the 2nd floor of the Children’s tower. The nearest parking is the open lot located between the children’s tower and Park Central Dr.

Cost for parking is $1 per hour or $4 per day.

Medical City Children’s Hospital is conveniently located at Forest Lane and Central Expressway.
Pre-Operative Diet Instructions

Unless instructed otherwise by your child’s doctor, surgeon or anesthesiologist, your child must follow these diet instructions before surgery. If instructions are not followed, the procedure or surgery will be delayed or possibly cancelled.

8 HOURS BEFORE SURGERY
STOP your child from eating any solid foods. Continue to allow liquids.
NO FOOD
NO GUM
NO CANDY or LOZENGES
NO THICKENED LIQUIDS
NO CEREAL

6 HOURS BEFORE SURGERY
STOP giving your child liquids.
Examples: all forms of milk and formula, except breast milk.
CONTINUE to allow breast milk and clear liquids.
Examples: water, apple juice, Sprite, Pedialyte, plain Jell-O.
NO MILK
NO FORMULA
NO JUICE WITH PULP

4 HOURS BEFORE SURGERY
STOP breast milk

3 HOURS BEFORE SURGERY
STOP giving your child anything by mouth, except medicine, as directed by your doctor.
NO WATER
NO CLEAR LIQUIDS

Pre-Operative Medicine Instructions

Unless instructed otherwise by your doctor, surgeon or anesthesiologist, please make sure your child takes ALL usual morning prescribed medicines with a small sip of water. If your child uses an inhaler or nebulizer, have him or her use it as scheduled and bring it to the hospital.

Recovery and Discharge

When the surgery has been completed, your child’s surgeon will come to the waiting room and speak with you. The recovery room nurse will later escort you to the recovery room as soon as your child has awakened from anesthesia and is settled. Discharge from the hospital depends on the nature of your child’s procedure and the doctor’s orders.

If your child is undergoing a day surgery or procedure, he or she must be awake and alert, be able to tolerate clear liquids and have effective pain control prior to discharge. At home, be sure to follow all instructions given to you by your child’s doctor and/or nurse. If you have any questions or concerns after discharge please call your child’s physician/surgeon’s office directly.
Hospital Visitors

- **ON THE DAY OF SURGERY** - While in the day surgery area, visitation in your child’s room is limited during the surgical check in process. Only two adult visitors will be allowed, while your child is in the OR holding and recovery room. Please arrange for childcare for siblings when necessary.

- **OVERNIGHT STAYS** - If your child is scheduled to stay in the hospital following surgery, we encourage one adult to stay overnight through the duration of the stay.

- Child care is not available in the hospital. Siblings may not stay overnight in the hospitalized child’s room.

Important Instructions Prior to Surgery

- **Call your surgeon** if your child develops a cold, the flu, sore throat, fever or has been exposed to chicken pox within the past 3 weeks. This is very important to tell your surgeon, anesthesiologist and/or nurse.

- **Read** the pre-operative diet instructions.

The Day of Surgery

- Bathe your child and wash his/her hair before coming to the hospital. The night before is fine.

- **Dress** your child in loose fitting comfortable clothes.

- **Give medications as usual unless otherwise instructed by your doctor, anesthesiologist or nurse.**

- **Do not let your child wear makeup or use personal-care products such as hairspray, perfume, gels, aftershave, facial creams, oils, lotions or hair conditioner. Use only soap and shampoo.** Remove all jewelry and nail polish prior to arriving for surgery.

- **Leave all valuables at home including jewelry worn every day.**

- **Please bring all paperwork the physician/surgeon’s office may have given you, such as your child’s history and physical exam, lab work or consents.**

- **Bring any legal documents needed for signing consents if there are any pending custodial matters.**

- **Bring insurance, ID cards and any required payment.**

- **Bring any comfort items for your child from home, such as a favorite blanket or stuffed animal and/or any distraction items such as tablets or video games.**

- **Please bring all of your child’s medications with you on the day of surgery for accurate recording of dosages in his/her medical history.** If your child uses inhalers for asthma, bring them with you.

- **Bring any special items your child may need, such as a change of clothes, toiletries for staying overnight, extra tracheal supplies, special bottles, nipples or formula your child may require.**

- **Remember to allow time for parking.**
Preparing Your Child for Surgery

When children are prepared and understand what is going to happen to them at the hospital, they are better able to handle the experience. Please prepare your child for his or her procedure by discussing it in simple terms your child can understand. It is important to answer any questions your child may have openly and honestly.

- Learn as much as you can about your child’s surgery. Children can tell when their parents are worried. Being informed and asking questions will alleviate some of your own concerns.
- Make sure your child knows why he/she is going to have surgery. It is not uncommon for children to have misconceptions regarding surgery and/or hospitalization. Give very simple explanations and be careful of words you use. For example, say, “The doctor is going to fix your arm.” Do not say, “The doctor is going to make a cut on your arm.” Avoid describing anesthesia as, “putting you to sleep” because a child might remember a family pet that was put to sleep. A better way to phrase it might be, “A doctor will help you sleep (a different kind of sleep than how you sleep at night) during the operation, and he/she will wake you up after it is over.”
- Give your child realistic choices so he/she has some control. For example, let your child decide which security item or toy he/she wants to bring to the hospital.
- Read age appropriate stories about children’s surgeries and hospital stays, and watch our “What to Expect When You Come in for Surgery” video on our website at mcchildrenshospital.com.
- Let your child know that it is acceptable to be afraid and to cry. Encourage him/her to ask questions to the physicians and nurses.

For more information about preparing your child for surgery, contact a child life specialist at 972-566-3280.

Child Life Services

Hospitals can be scary for kids of all ages. That's why we provide programs to address their unique needs. A child life specialist is available to help prepare you and your child once he or she is at the hospital. As an expert in child development, a child life specialist is specifically trained to comfort your child through preparation, distraction, normalization and play. In collaboration with parents and healthcare professionals, our child life specialists incorporate play materials and actual medical equipment to help children understand what to expect when they undergo surgery and medical procedures. Playing can also be an important part of healing, so child life specialists coordinate our playrooms and teen rooms to provide a break from the hospital routine. Medical play is an opportunity for the child life specialist to assess your child’s knowledge of his or her procedure and clear up any misconceptions he or she may have. A mock operating room is also available to help your child understand what to expect when having surgery.