



PATIENT & CAREGIVER EDUCATION

Your Surgery at MSK's Josie Robertson Surgery Center

This information describes what you can expect during your surgery at Memorial Sloan Kettering's (MSK's) Josie Robertson Surgery Center (JRSC). Read this before your surgery and refer to it on the day of your surgery so that you know what to do and what to expect. Remember to also review the educational resources your nurse gave you.

The JRSC is a state of the art ambulatory surgery center. Your care there will be based on your surgery and designed specifically for you. We will talk with you and your caregiver so that you'll both know what to expect at every step. You and your caregiver will play an active role during your time at the JRSC and at home.

Before Your Surgery

The JRSC Experience

This video will give you an idea of what to expect when you come to MSK's JRSC on the day of your surgery.



Please visit www.mskcc.org/pe/surgery_josie to watch this video.

- While you're at the JRSC, you will have a tablet available for you to use. There are things you may need to do before your surgery to use some functions of the tablet and other services available at the JRSC.
 - You will be able to video conference with anyone from your room. If you would like to video conference, set up a [Skype™](#) account if you don't already have one.

- You will be able to listen to music in your room. If you would like to listen to music, set up a [Pandora®](#) account if you don't already have one.
- Plan for your caregiver to come to the JRSC with you on the day of your surgery. Even if you don't have a caregiver with you, you must have a responsible care partner take you home.
- Depending on your surgery, you may stay overnight. We encourage your caregiver to stay as well and they will be able to sleep in your room.

You will receive a series of surveys in your patient portal ([MyMSK](#)) or email account before and after your surgery. These surveys will ask about your health and your experience at the JRSC.

The Day of Your Surgery

What to bring

- Your prescription card, if you would like to have your prescriptions filled at the JRSC.

Where to park

The JRSC is located at:

1133 York Avenue
(between East 61st and East 62nd Streets)
New York, NY 10065

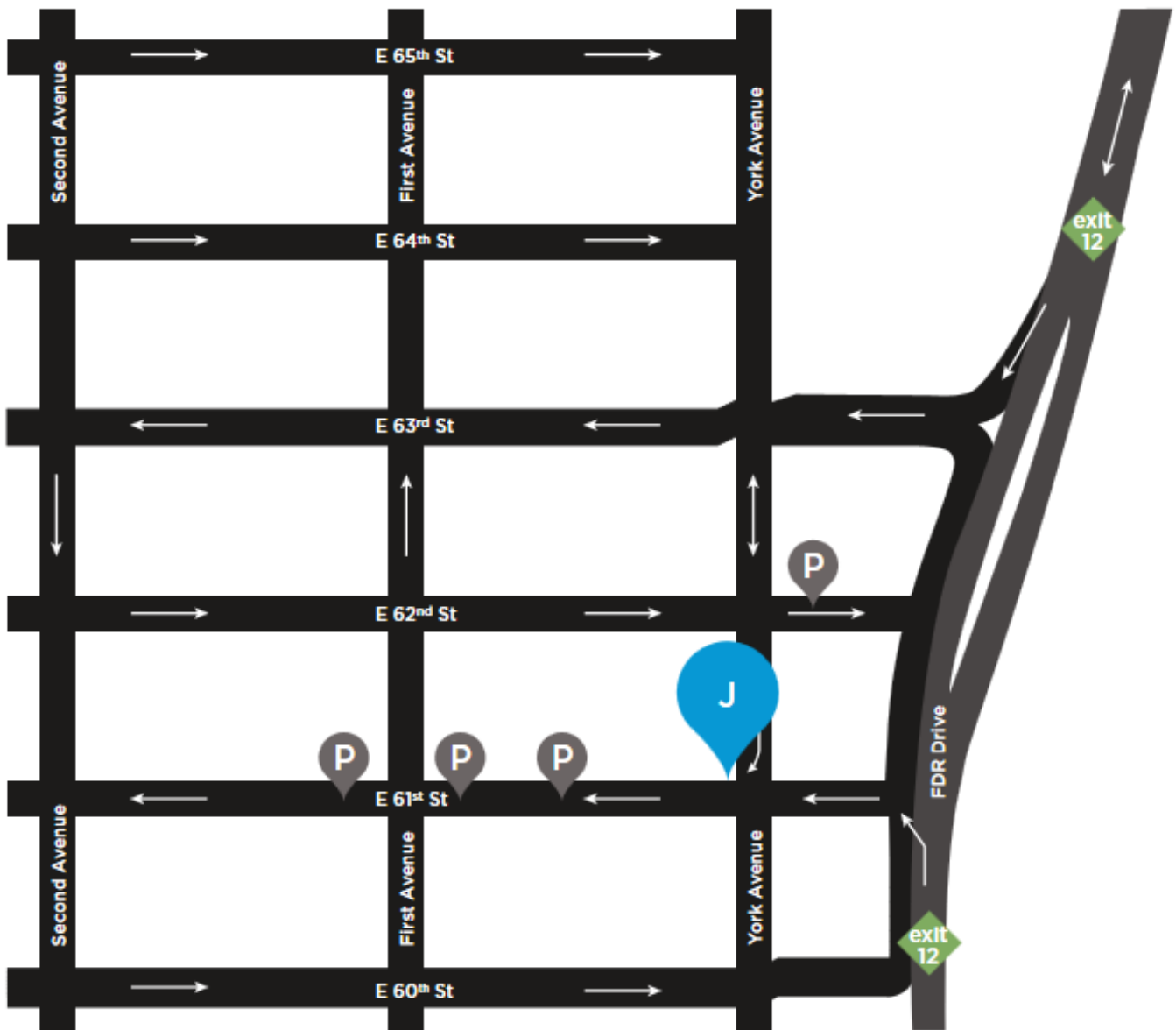
Your caregiver and other visitors should park at the JRSC.

- If you're arriving on Northbound FDR Drive, you will need to go around the block to pull into the driveway on southbound York Ave, between East 62nd and East 61st Streets.
- If you're arriving on Southbound FDR Drive, take southbound York Avenue and pull into the driveway.

There are several options for parking at the JRSC. There is a valet service at the JRSC entrance. If you choose to use this service, the valet will park your car next

door in the City Parking garage. The valet service is free, but you will need to pay the parking garage fee when you leave the JRSC. For more information about parking, call 646-888-7100.

If you choose not to use our valet service, there are nearby garages. You will have to pay to park in these garages.



J = Josie Robertson Surgery Center
P = Parking

Check-in at the JRSC

- Once you enter the JRSC, a concierge will greet you and direct you to the check-in area on the 3rd floor.
- When you get to the 3rd floor you and your caregiver will be given badges to wear. These badges will allow your healthcare team to provide updates on

your progress.

- If you have any dietary restrictions (such as kosher, gluten free, or vegetarian), tell us when you check-in. We will make sure we give you the food and drink you need.
- We will ask you for the name and contact information of the person who will take you home when your surgery is finished.

What to expect in the pre-surgical center

- After you check-in, a member of your healthcare team will bring you and your caregiver to the pre-surgical center on the 6th floor.
- You will meet with your healthcare team who will review your medical history and answer any questions you may have.
- While you wait for your surgery to begin, up to 2 of your visitors will be able to wait here with you.
- Your nurse will bring you to the operating room when it's time for your surgery.
- While you're in the operating room, your visitors will wait on the 3rd floor.



Information for Caregivers and Visitors

- You'll wait on the 3rd floor during the surgery. There is a café, WiFi, and charging stations available for you to use.
- Our Nursing/Family Liaison will update you during the surgery.
- You will be able to see where the patient is on the status board in the waiting room.
- When the surgery is over, a member of the surgical care team will talk with you.
- If the patient will stay overnight, we strongly encourage 1 caregiver to stay all night as well. This caregiver will have a place to sleep in the same room as the patient. Only 1 person may stay overnight with the patient.

- Visiting hours are from 7:00 AM to 10:00 PM.
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After Your Surgery

At the JRSC

A member of your healthcare team will take you to your private recovery room on 4th, 5th, or 6th floor. When you're ready, we will bring your caregiver and other visitors to your room. During your stay, up to 2 visitors at a time can visit you in your recovery room, from 7:00 AM to 10:00 PM.

From your room you will be able to:

- Communicate with your healthcare team.
- Listen to [Pandora](#).
- [Skype](#) with your friends and family.
- Watch or listen to music channels on the TV.

Your nurse will help you get ready to go home. When you're awake, your nurse will:

- Encourage you to walk.
- Give you something to eat and drink.
- Review your discharge instructions with you and your caregiver.
- Answer any questions you may have.

Depending on your type of surgery, you may stay at the JRSC 1 night. If your healthcare team feels you need to stay longer, you will be taken to Memorial Hospital, located at 1275 York Avenue, between East 67th and East 68th Streets.

When You're at Home

The day after you go home, a member of your healthcare team will call you to see how you're feeling and answer any questions.

Fill out your MyMSK Recovery Tracker

We want to know how you're feeling when you go home. Your MyMSK Recovery

Tracker is a group of questions we will send to your MyMSK account daily for 5 to 10 days after your surgery. It will only take 2 to 3 minutes to complete. Please answer the questions every day before midnight. Your answers to these questions will help us take the best care of you.

Your healthcare team will review your responses to make sure you're recovering as expected. Based on your answers, we may reach out to you or ask you to call your surgeon's office to give us more information. You can always contact your surgeon's office if you have any questions.

MyMSK is our patient portal. If you don't have a MyMSK account, visit my.mskcc.org or call 646-227-2593 to sign up. For more information, talk with someone in your surgeon's office or watch the video *How to Enroll in the Patient Portal: MyMSK* on our website, www.mskcc.org/pe.

For more information about your MyMSK Recovery Tracker, watch the video below.



Please visit www.mskcc.org/pe/recovery_tracker to watch this video.

If you have any questions, contact a member of your healthcare team directly. If you're a patient at MSK and you need to reach a provider after 5:00 PM, during the weekend, or on a holiday, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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