

Practical handbook of recommendations

• *for surgery* •

We invite you to keep in mind the following **general recommendations** for your surgery according to the scheduled surgical procedure. It is of utmost importance to **follow them to the letter** and share them with the people who will accompany you during the care process.

Failure to comply with any of them could cause the cancellation of the surgery.

Safety in the care process depends on everyone, **We count on you!**

We want to provide you with an excellent service by offering **safety and peace of mind** during the entire care process in our institution.

Below, we share with you some instructions for your knowledge and application before, during, and after surgery.

- **Patient identification** is a priority in the care process. Remember to present yourself with your **identification document** at the pre-anesthetic consultation and on the day of surgery.
- **Do not forget** to bring the results of all laboratory tests, imaging, tomographies, MRI, electrocardiogram, etc., on the day of the pre-anesthetic appointment and the day of surgery.
- **Do not forget** to bring the order for the procedure.

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Complications policy:

The Orlant clinic has a **Complications Policy** for cosmetic surgeries, private patients, and international patients, **which must be arranged three days before the procedure**. On the day of the consultation with the anesthesiologist, the secretary will be in charge of providing the necessary details.

In the event that the policy needs to be activated due to a complication **related to the surgery**, it must be done according to the criteria of the specialist doctor who performed the procedure.

Before The Surgery



Recommendations

1. On the day of the consultation with the anesthesiologist and the day of the surgery, you must inform about the use of:

- | | |
|--|--|
| ● Dental prostheses | Yes <input type="radio"/> No <input type="radio"/> |
| ● Veneers (Bring dental guard if you have one) | Yes <input type="radio"/> No <input type="radio"/> |
| ● Contact lenses | Yes <input type="radio"/> No <input type="radio"/> |
| ● Hearing aid | Yes <input type="radio"/> No <input type="radio"/> |
| ● Implants | Yes <input type="radio"/> No <input type="radio"/> |
| ● Anticoagulants | Yes <input type="radio"/> No <input type="radio"/> |
| ● Neurostimulators | Yes <input type="radio"/> No <input type="radio"/> |
| ● Piercings | Yes <input type="radio"/> No <input type="radio"/> |

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Likewise, it is important to report information about **allergies to medications or materials such as latex**, and a **family history of malignant hyperthermia**.

2. Remember that you must take **laboratory tests eight to ten days** before the scheduled date of the surgery and send them to the email **preanestesia@clinicaorlant.com** and to WhatsApp **317 4311315**.
3. On the day of the appointment with the anesthesiologist, **you must bring the printed results of the blood tests and diagnostic aids** ordered by the doctor. Additionally, it is suggested to bring all tests regarding your health status (existing medical conditions: heart conditions, thyroid gland diseases, diabetes, among others).
4. It is necessary to **stop smoking and consuming alcohol 24** hours before the surgery.
5. **If before the date of the surgery** you experience any change in your health condition such as: flu, stye, cold sore (fever blister), boil (pimple) near the area to be operated on, fever, chills, difficulty breathing, vomiting, diarrhea, cough, among others; **please contact us via WhatsApp 317 4311315 Monday through Friday from 7:00 a.m. to 5:00 p.m. and Saturdays from 7:00 a.m. to 3:00 p.m. or at the following number: 3147714210**
6. It is essential to comply with the **fasting instructions given to you by the anesthesiologist**.

If you are taking any of the following medications:

1. Stop 15 days before the procedure:

Natural medications such as:

| | |
|---------------------------------------|--------------------------------|
| Ginkgo Biloba | Glucosamine Chondroitin |
| Ginseng | Green Tea - Black Tea - Matcha |
| Garlic (Garlic Capsules) | Herbal Tea Concentrate |
| Ginger (Ginger Capsules) | Herbalife |
| Vitamin E | Omega (3, 6 and 9) |
| Zarzaparrilla | Moringa |
| Isotretinoin (Isotretinoin (Isotace)) | Boldo |
| Indian Chestnut | Spirulina |
| Ginger | Turmeric |

2. Stop 7 days before the procedure:

| | |
|----------------------|------------|
| Aspirin | Bon Fiest |
| Asawin | Sevedol |
| Acetylsalicylic Acid | Excedrin |
| Alka-Seltzer | Ticagrelor |

3. Stop 3 days before the procedure:

| | |
|--------------------------------------|------------|
| Ibuprofen | Ketoprofen |
| Naproxen | Ketorolac |
| Nonsteroidal anti-inflammatory drugs | Diclofenac |
| Piroxicam | |

4. Before stopping the following medications, please consult your internist:

| | |
|---------------------------------|-----------------------|
| Dabigatran (Pradaxa) | Rivaroxaban (Xarelto) |
| Apixaban (Eliquis) | Clopidogrel |
| Aspirin or Acetylsalicylic Acid | Prasugrel |
| Other anticoagulants | |

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Recommendations for children:

- If the patient is a minor and is not in the care of his or her parents but of a relative or another guardian, it is essential to **bring a power of attorney or a notarized authorization signed by both parents**, which must be valid at the time of presenting the document.
- It is recommended that the child bring **their favorite toy**, as this can help reduce anxiety at the time of entering surgery.

Remember that **omitting information can compromise your safety and the state of your health.**





On the day of your surgery, please keep in mind:

- Arrive at the clinic **two hours before your scheduled surgery time** or as indicated by the anesthesiologist on the day of your pre-anesthesia consultation.
- Inform your companion about the importance of **being available to answer the physician's call**.
- **Do not apply** creams or makeup on your face. Fingernails must be free of nail polish and artificial nails.
- **Do not wear jewelry**; including earrings, rings, necklaces, conventional or intradermal piercings, or any other metallic items that may interfere with your health or medical equipment.
- **Take the medications** you usually take, such as: for high blood pressure, heart disease, diabetes, inhalers, among others.
- If for any reason **you are unable to have the surgery, please notify** your doctor or the Clinic as soon as possible at **(604) 2658584 ext: 143** or via WhatsApp at **317 4311315** to cancel your appointment. Please remember that other patients may need that time slot.

Remember to bring:

- **Photo ID.**
- **Laboratory tests** and any other exams requested by your doctor.
- **Co-payment** for the medical consultation.
- **Procedure order.**

- **Diagnostic tests** (MRIs, CT scans, CDs, audiometries, nasolaryngoscopies), requested by your treating physician. **It is always better to have them with you and not leave anything out!**
- Remember to wear **comfortable clothing**.
- If you have a **smile design**, please bring your dental protectors. If you do not have them, notify the healthcare staff who will assist you.
- If you have **asthma**, bring your **inhalers** and inform the healthcare staff who will assist you.
- **24 hours before surgery**, do **NOT** drink alcoholic beverages.
- **Use of hallucinogenic substances:** if you have used any, inform your doctor or anesthesiologist.
- Do not consume chewing gum, mints, hard candies, clove (spice), plastic, paper, or similar items, as these can cause gastric juices and **you may lose your fasting hours, which could result in cancellation of your surgery.**



What to do in case of bleeding?

The initial recommendation is to contact your treating physician. You can also contact Clínica Orlant during the following business hours: **6:00 a.m. to 7:00 p.m., Monday through Friday**, and **Saturdays from 7:00 a.m. to 1:00 p.m.** at the following phone numbers:



(604) 2658584 Ext 177 or 170
Cell phone: 317 4311315.

In case of experiencing **heavy bleeding** during hours when the Clinic does not provide health services, you must go to **Clínica CES at calle 58 # 50C - 02, Prado Centro neighborhood, and/or to Clínica Universitaria Bolivariana at Cra. 72A #78B - 50, Robledo neighborhood**. In case of other symptoms such as pain that does not subside with pain relievers, you may:

- Consult with your treating specialist.
- Go to the emergency service of your EPS (health insurance provider).

Remember to always have on hand:

- **Identification document**
- **Medical history**
- **Medical tests**



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Patient rights

As a user of our Clinic, you have the right to:

- **Be informed** clearly, timely, and understandably about everything related to administrative processes and care.
- **Choose, accept, or reject** the treatment of your illness, have a doctor responsible for your care, or request a second medical opinion.
- **Receive humanized care** in a timely manner, to be treated with dignity, respect, and ethics, and to be able to submit suggestions, complaints, claims, or compliments regarding the care received and receive a timely response to them.
- **Receive safe and excellent quality care** according to the illness and institutional availability.
- **Privacy and confidential handling** of information, respecting your intimacy during care and in any scientific research studies in which you may participate.
- **Actively participate** in the Clinic's actions and decide whether or not to participate in teaching and research activities.

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Patient rights

As a user of our Clinic, you have the duty to:

1. **Take care of your health** and that of the community.
2. **Attend scheduled appointments** and procedures punctually, and in case you cannot attend, give notice in advance (24 hours).
3. **Treat the people who care for you** and other users with respect and dignity.
4. **Provide truthful information** regarding your enrollment in the healthcare social security system and comply with the administrative requirements demanded by the clinic.
5. **Comply with the safety regulations** and instructions of the Clinic (acting in solidarity during situations that endanger the life or health of others).
6. **Take care of and make rational use** of the Clinic's resources, facilities, equipment, and services, and look after your personal belongings.
7. **Provide the treating medical team** with truthful and complete information regarding your health history, symptoms, and illnesses, as well as provide the information required for medical care and contribute to expenses according to your financial capacity.
8. **Fully comply** with medical orders and the prescribed treatment plan; otherwise, you will accept the consequences.

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Health is our passion,
safety is our culture!



Contact Us



(604) 2658584
Ext: 143



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Conquistadores



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www.clinicaorlant.com



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