

FAMILYVUE

Information and Assistance



The meaning of care.™

For assistance using our FamilyVue information screens, please speak with our surgery waiting area receptionist. After hours, call the Methodist Hospital operator by dialing “0” on an in-house hospital phone and ask for the House Supervisor.

FamilyVue Patient Info Screen Locations

- Inpatient surgery waiting area
- Outpatient surgery waiting area
- Cafeteria, 2nd floor
- Cyber Joe's Café, 1st floor across from Gift Shop

METHODIST HOSPITAL

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FamilyVue

METHODIST HOSPITAL'S SURGERY
PATIENT TRACKING SYSTEM

A guide to using FamilyVue information screens to follow your loved one's progress through surgery.

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We look forward to providing you and your loved ones with outstanding care in a comfortable and supportive environment.

If you have questions or concerns during your time with us, please do not hesitate to ask for information or assistance from the surgery waiting area receptionist. After hours, call the Methodist Hospital operator by dialing “0” on an in-house hospital phone and ask for the House Supervisor.

Communication is vitally important to the comfort and well-being of our patients and families. That is why we have FamilyVue electronic information screens in surgical waiting areas and other convenient locations within Methodist Hospital. Screens at all locations are accessible 24/7 to enable family members to easily track their loved one’s progress through surgery.

FamilyVue information screens are designed to give at-a-glance updates on a patient’s progress. Information is automatically refreshed every 20 seconds.

Finding Your Loved One’s Listing on FamilyVue

To protect privacy, patients’ names are coded. Names are displayed using the first two letters of the last name, then two periods and the last letter of the last name, followed by a comma and the initial of the first name.

For example:

- Michael Jordan appears as Jo...n, M.
- Tom Marshall appears as Ma...l, T.
- Sally Washington appears as Wa...n, S.

Understanding the FamilyVue Screen

FamilyVue displays the patient’s arrival time at each care point:

- **Preop:** Preoperative care unit for preparation for surgery.
- **OR:** Operating room. Additional preparatory care is given here before surgery begins, so total time spent in the OR may be longer than the time estimate you were given for a procedure.
- **PACU:** Post-anesthesia care unit. Specially trained critical care nurses constantly monitor patients after surgery.
- **Destination:** Common destinations are “Home” if patient is discharged, or the nursing care unit if patient is transferred to a hospital room.

Patient	Preop	OR	PACU	Today's Date	Time 14:45* Destination
Jo...n, M.	07:16	07:38	10:22		6 South @11:39
Ma...l, T.	08:24	08:59	09:55		Home @14:15
Wa...n, S.	13:43	14:07			

Example Display

The first two patients have completed each stage of the process. Jo...n, M. (Michael Jordan) arrived at the nursing care unit located on 6 South at 11:39 a.m. Ma...l, T. (Tom Marshall) was released to go home at 2:15 p.m., which is indicated as 14:15 on the 24-hour clock. The third patient, Wa...n, S (Sally Washington), is currently in the operating room.

* The 24-hour clock, also known as military time, divides the day into 24 hours, numbered 0 to 23, beginning with midnight.