

FAMILYVUE

Information and Assistance



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

FamilyVue Patient Info Screen Locations

- Cafeteria, 1st floor
- Surgery waiting area, 2nd floor

METHODIST WOMEN'S HOSPITAL

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bestcare.org



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FamilyVue

METHODIST WOMEN'S 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 Women's 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 the surgical waiting area and cafeteria. Screens are accessible 24/7 and information is automatically refreshed every 20 seconds to enable family members to easily track their loved one's progress through surgery.

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:

- Tina 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 these care points:

- **WH Preop:** Preoperative care unit for preparation for surgery.
- **Women's 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.
- **WH Recovery:** The post-anesthesia care unit where specially trained critical care nurses constantly monitor patients after surgery.
- **Leave Recovery:** Time of transfer to another hospital unit. A surgical services representative will provide the family with the patient's room number.

Patient	WH Preop	Women's OR	Today's Date	
			Time 14:45*	
			WH Recovery	Leave Recovery
MA..L, T	08:24	08:59	09:55	14:15
WA..N, S	13:43	14:07		

Example Display

The first patient — MA..L, T (Tina Marshall) — entered preop at 8:24 a.m., the OR at 8:59 a.m., recovery at 9:55 a.m., and then was transferred to her hospital room at 2:15 p.m., which is indicated as 14:15 on the 24-hour clock. The second 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.