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## PATIENT & CAREGIVER EDUCATION

# Your Surgery at MSK's Josie Robertson Surgery Center

This information describes what to expect before and after your surgery at MSK's Josie Robertson Surgery Center (JRSC). Read this before your surgery. Refer to it on the day of your surgery so you know what to do and what to expect. Remember to also read the educational resources your nurse gave you.

The JRSC is an ambulatory surgery center. Your care there will be based on your surgery and designed just for you. We'll talk with you so you know what to expect at every step.

## **Before your surgery**

You'll get a series of surveys in your MyMSK or email account before and after your surgery. They'll ask about your health and your experience at the JRSC. If you don't already have a MyMSK account, it's best to sign up before your surgery.

## Using MyMSK

MyMSK ([my.mskcc.org](https://my.mskcc.org)) is your MSK patient portal. You can use it to send and read messages from your care team, view your test results, see your appointment dates and times, and more. You can also invite your caregiver to make their own account so they can see information about your care.

If you do not have a MyMSK account, you can sign up at [my.mskcc.org](https://my.mskcc.org). You can get an enrollment ID by calling 646-227-2593 or your doctor's office.

Watch *How to Enroll in MyMSK: Memorial Sloan Kettering's Patient Portal*

([www.mskcc.org/pe/enroll\\_mymsk](https://www.mskcc.org/pe/enroll_mymsk)) to learn more. You can also contact the MyMSK Help Desk by emailing [mymsk@mskcc.org](mailto:mymsk@mskcc.org) or calling 800-248-0593.

## The day of your surgery

### What to bring

- Your prescription card, if you want to have your prescriptions filled at the JRSC.
- Toiletries, especially if you may need to stay overnight after your surgery.
- Clothes to wear when you leave the JRSC after your surgery. We'll give you a gown, robe, and slip

resistant socks to wear while you're at the JRSC.

- Your outpatient clinic nurse may tell you to bring specific types of clothing. For example, they may tell you to bring a button-down shirt or pants with an elastic waistband. Follow their instructions.
- Your phone or tablet and its charger.
- It's best to leave other valuable items at home or with your caregiver or visitor. This includes jewelry.
- A pillow to keep you comfortable for the car ride home, if you want.

Read the patient education resources you got in clinic or in MyMSK. They may list other items to bring.

If you're expecting to stay overnight at the JRSC, 1 caregiver or visitor can stay with you. They should also pack a bag with any toiletries and clothing they will need.

Rarely, we must move a surgery from the JRSC to Memorial Hospital, MSK's main hospital. If that happens, your caregiver or visitor may not be able to stay overnight with you. Your care team will give you more information.

## Where to go

The JRSC's address is:

1133 York Ave. (between East 61<sup>st</sup> and East 62<sup>nd</sup> streets)  
New York, NY 10065

The JRSC has a driveway for patients to be dropped off safely. You can get to the driveway from the southbound lane of York Avenue.

If you're arriving from the northbound lane of FDR Drive or York Avenue, turn left onto 61<sup>st</sup> Street. Go around the block so you can pull into the driveway on southbound York Avenue.

## Where to park

MSK patients and visitors can reserve parking at the garage next to the JRSC. Its address is:

425 E. 61<sup>st</sup> St. (between York and 1<sup>st</sup> avenues)  
New York, NY 10065

The entrance is just past the JRSC on the **right** side of the street.

Visit [www.msk.org/parking](http://www.msk.org/parking) to learn how to register and reserve. For more information about parking options, call 646-888-7100.

There are several other garages near the JRSC. We've

listed a few below.

- 1113 York Ave. (at the corner of York Avenue and 61<sup>st</sup> Street)  
New York, NY 10065  
The entrance is on 61<sup>st</sup> street on the left side of the street.
- 501 E. 61<sup>st</sup> St. (between FDR Drive and York Avenue)  
New York, NY 10065
- 403 E. 60<sup>th</sup> St. (between 1<sup>st</sup> and York avenues)  
New York, NY 10065

MSK does not have a relationship with these garages. Call them directly for more information.

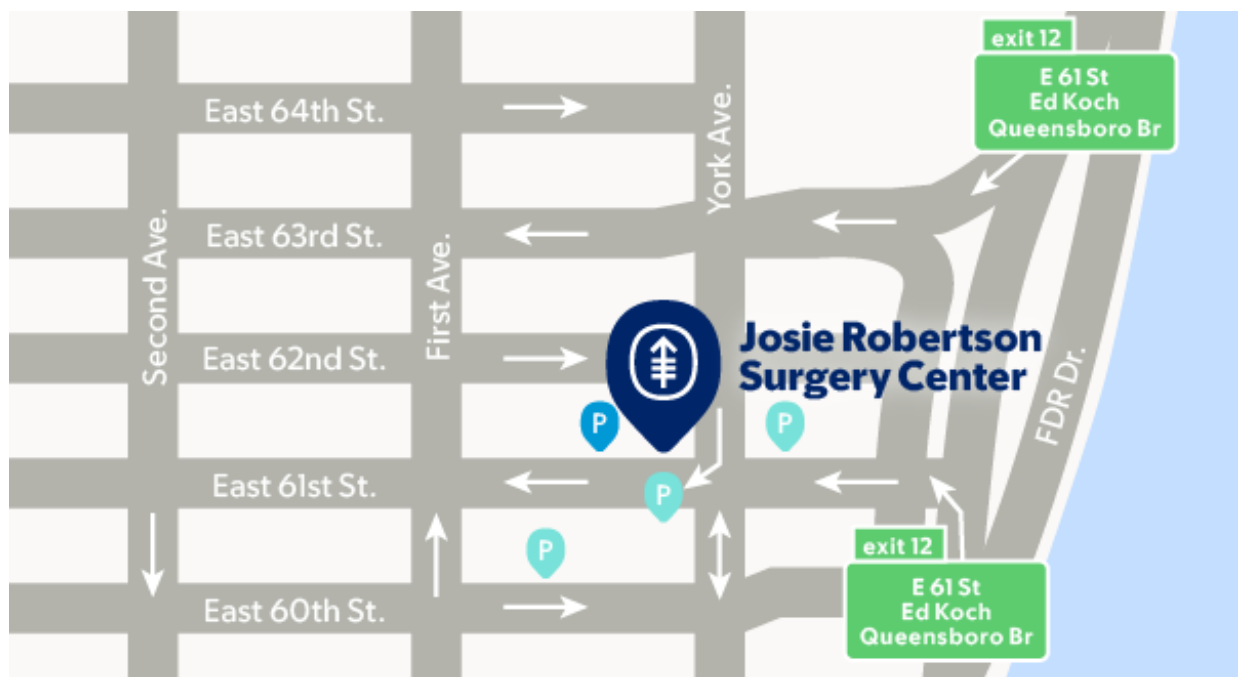


Figure 1. MSK's parking garage (blue) and other nearby garages (teal)

## **Check in at the JRSC**

A concierge will greet you when you enter the JRSC. They'll direct you to the check-in area on the 3<sup>rd</sup> floor.

When you get to the 3<sup>rd</sup> floor, you'll get a blue badge to wear. If you have a caregiver or visitor with you, they'll get a yellow badge. These badges help your care team find you and your caregiver so they can give updates on your progress.

We'll ask for the name and contact information of the person taking you home after your surgery. This person can give their phone number to get text message updates before, during, and after your surgery.

## **What to expect in the pre-surgical center**

A member of your care team will bring you to the pre-surgical center on the 6<sup>th</sup> floor when they're ready for you. Your caregiver or visitor can stay with you until you go to the operating room.

In the pre-surgical center, you'll change into a gown, hospital robe, and nonskid socks. We'll give you a bag to store your clothes, phone, glasses, and other belongings. We'll keep this bag in a locked closet during your surgery and bring it to you in your recovery room.

You'll meet with your care team in the pre-surgical

center. They'll review your medical history and answer your questions. Tell them if you have any dietary restrictions, such as if you're kosher, gluten-free, or vegetarian. They will make sure you get the foods and drinks you need.

Your nurse will bring you to the operating room when it's time for your surgery.

### **Information for caregivers & visitors**



We sometimes update our visitor policy to keep our patients and staff safe and healthy. Go to [www.msk.org/visit](http://www.msk.org/visit) for the most up-to-date information.

When we take the patient to the operating room, you will go back to the waiting area on the 3<sup>rd</sup> floor. The waiting area has Wi-Fi, charging stations, and screens that show surgery updates. There is also a café where you can buy food, drinks, and gifts.

When possible, a nurse liaison will visit you in the waiting area to share surgery updates. After the surgery, a staff member will bring you to the patient's recovery room once they're ready for visitors.

# After your surgery

## At the JRSC

A member of your care team will take you to your private recovery room on the 4<sup>th</sup>, 5<sup>th</sup>, or 6<sup>th</sup> floor. Your care team will bring your caregiver or visitor to your room once you're ready for visitors.

When you're awake, your nurse will:

- Encourage you to walk.
- Offer you something to eat and drink, if it's allowed after your surgery.
- Review your discharge instructions with you.
- Answer your questions.

From your room, you'll be able to:

- Communicate with your care team.
- Watch or listen to music channels on the TV.
- Use your smartphone or tablet for calls, music, or video chats.

Depending on your surgery, you may stay at the JRSC for 1 night. Your room will have a lounge chair or sleeper seat so 1 caregiver or visitor can stay with you.

If your care team feels you need to stay longer, you'll be



taken to Memorial Hospital, MSK's main hospital. It's located at 1275 York Ave., between East 67<sup>th</sup> and East 68<sup>th</sup> streets.

## **At home**

A member of your care team will call you the day after you go home. They'll ask how you're feeling and answer your questions.

## **Fill out your Recovery Tracker**

We want to know how you're feeling after you leave the JRSC. To help us continue caring for you, we'll send questions to your MyMSK account every day for 5 to 10 days after your surgery. These questions are known as your Recovery Tracker.

Fill out your Recovery Tracker every day before midnight (12 a.m.). It only takes 2 to 3 minutes to complete. Your answers to these questions will help us understand how you're feeling and what you need.

Based on your answers, we may reach out to you for more information or ask you to call your surgeon's office. You can always contact your surgeon's office if you have any questions.

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

 Please visit [www.mskcc.org/pe/recovery\\_tracker\\_video](http://www.mskcc.org/pe/recovery_tracker_video) to watch this video.

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

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