



MedStar Health

Shoulder Replacement Guidebook.

For patients of MedStar Franklin Square Medical Center



It's how we treat people.



Thank you for choosing MedStar Orthopaedic Institute at MedStar Franklin Square Medical Center.

MedStar Orthopaedic Institute offers the most advanced care and treatment to individuals suffering from painful joint disorders in a patient-friendly environment, centered on the unique needs of each and every patient.

Here, you will be cared for by an interdisciplinary team of joint replacement specialists with extensive experience in the most advanced surgical techniques. A physician assistant coordinator and patient care coordinator will oversee your care from pre-operative teaching to discharge planning. All rooms are private and staffed by nurses who are specially trained to take care of you.

Our goal is to help relieve your pain and improve your quality of life. One of our top priorities is to educate you on the details of your condition and address any questions you have. We promise to advise you and your family about all aspects of your treatment plan to ensure the best possible outcome.

This booklet was designed to guide you throughout the surgical process. It will help you understand what to expect from your healthcare team before, during, and after your hospital stay, as well as what your responsibilities are and how to take care of yourself after surgery. However, remember that this is just a guide. Your healthcare team may modify some instructions based on personal needs and circumstances. Always follow their recommendations first.

Again, thank you for entrusting your care to our expert team. We look forward to providing you with the highest quality care while guiding you every step of the way.

Sincerely,

A handwritten signature in black ink, appearing to read "David L. Gold".

David L. Gold, MD
Chief, Orthopaedics
MedStar Franklin Square Medical Center

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Your guidebook to a successful recovery.

As you read through this booklet, you will find important information on how to best prepare for your shoulder surgery so you can return to your normal activities at home as quickly and safely as possible. Please remember that this is just a guide, and your healthcare team may modify some of the instructions presented here. Always follow their recommendations first and ask questions if you are unsure of any information.

Please bring this booklet with you to:

- Every office visit
- Your therapy prerehabilitation appointment
- The hospital on the day of surgery
- All follow-up visits after surgery

This guidebook provides information for surgeries occurring at MedStar Franklin Square Medical Center.

MedStar Franklin Square Medical Center

9000 Franklin Square Drive
Baltimore, MD 21237
443-777-7000

Name of surgeon:

Date of surgery:

Arrival time:

Surgery time:

Report to the Surgical Pavilion main entrance. The closest and most convenient place to park is the parking lot accessible through Entrance #5 off Franklin Square Drive.

From pre-surgery through recovery, our focus is you.

Before surgery, you will be matched with a patient care coordinator (PaCC). Your PaCC is a specialty trained healthcare professional who will guide you through the pre- and post-surgical services you need for a successful recovery. Consider your PaCC your champion, whose goal is to get you back to your active life as seamlessly as possible.

Your PaCC will contact you approximately two weeks prior to your procedure to work with you to develop your individualized safe recovery plan by discussing the following:

- **Outpatient therapy prehab appointment**
- **Recommendations to prepare your home and support system prior to surgery**
- **The day of surgery**
- **Therapy services if recommended**
- **Safe transition to recovery at home**

Collaborating with your physician and other care professionals, the PaCC team works to help you safely return to your highest level of function, so you can live your life to the fullest.

Should you have any questions before you're matched with your PaCC, please call **410-554-2820**.

Your name

Your PaCC

PaCC phone number

My appointments.



Appointment assignments vary by physician, so you might not need to schedule all of the appointments listed here. To help you keep track of your appointments prior to surgery, please record the date and time in the appropriate sections.

Pre-operative appointments:

Pre-operative history and physical

Location:

Date:

Time:

Call your primary care doctor or your nearest MedStar Urgent Care Center for an appointment, or call MedStar Franklin Square Medical Center at **443-777-6788**.

MedStar Health Prehab (therapy)

(See page 8 for explanation)

Location:

Date:

Time:

Post-operative appointments:

Follow-up with surgeon (one to two weeks after surgery)

Location:

Date:

Time:

Outpatient physical therapy (as recommended by your surgeon and care team)

Date:

Time:

Location:

Phone number:

To view a list of MedStar Health Physical Therapy locations, visit [MedStarHealth.org/MHS/Physical-Therapy](https://www.MedStarHealth.org/MHS/Physical-Therapy).

Important phone numbers.



Phone calls to expect from us prior to your surgery:

As a courtesy to you, several members of our team at MedStar Orthopaedic Institute may contact you before your surgery to gather information and help you prepare for your patient experience.

- Registration**
(for surgery pre-registration)
- MedStar Corporate Finance**
(for insurance verification)
- Pre-Anesthesia Testing (PAT)**
(for pre-operative nursing interview)
- Patient Care Coordinator**
(for pre- and post-surgical rehabilitation planning for surgeries at MedStar Franklin Square Medical Center)

MedStar Franklin Square Medical Center

Main Contact Number.....	443-777-7000
Patient Care Coordination Team.....	410-554-2820
Admitting Office.....	443-777-7350
Anesthesia Office.....	443-777-7179
Lab (Blood Type and Screen Test).....	443-777-8050
Inpatient Physical Therapy.....	443-777-7383
Inpatient Occupational Therapy.....	443-777-8173
MedStar Care Connection Scheduling Team.....	410-248-8017
MedStar Health Physical Therapy.....	844-91-GETPT (43878)
MedStar Patient Financial Services.....	410-933-8200

For more information about MedStar Franklin Square Medical Center, visit [MedStarFranklinSquare.org](https://www.MedStarFranklinSquare.org).

Preparing for your surgery.



Your recovery process actually begins several weeks before your surgery date.

Physical exam

A complete medical exam is usually required before your surgery. Often, your primary care physician performs the exam.

The exam consists of a review of your overall health to determine if any medical conditions could interfere with your surgery and recovery. In addition, your physician may order further tests if you have certain risk factors.

On the day of your exam, bring with you:

- **This shoulder replacement guidebook**
- **A list of your medications, including any over-the-counter medications you are taking**
- **Your insurance card and photo ID**
- **A list of your physicians and their phone numbers**

Additionally, we have provided a history and physical assessment form to be completed by your physician. If your exam is performed by your primary care physician, their medical office must fax the form to **443-777-8050**, at least 14 days prior to surgery.

If you are having difficulty getting this form completed within the time frame required by your surgeon, please let your surgeon's office know as soon as possible so that they can assist you in completing this requirement.

Prerehabilitation (Prehab)

MedStar Health Physical Therapy's prehab program is an individually tailored outpatient therapy appointment. It will help prepare you for surgery and facilitate recovery afterward, so you can return to your normal activities as quickly and safely as possible. You will learn what to expect before and after surgery as well as determine any special needs you may have during recovery.

Specifically, prehab includes the following objectives:

- **Learn how to manage your daily activities at home following surgery**
- **Discover how to prepare your home to make the transition after surgery easier**
- **Learn the exercises you will perform immediately post-operatively and throughout recovery**
- **Review how to put on and remove the sling you will wear after surgery**
- **Address any questions you may have about the rehabilitation process**

To schedule your prehab therapy appointment prior to surgery, you can call MedStar Health Physical Therapy at **844-91-GETPT** (844-914-3878) or you may also be contacted to assist in scheduling an appointment.

Durable medical equipment

You may require special equipment at home for some time after surgery, and your therapist may make specific recommendations during prehab. Insurance does not pay for this equipment, so you are encouraged to explore other purchasing options.

To the right is equipment commonly used after orthopaedic surgery.

Examples of where to purchase equipment:

- Amazon.com
- CVS
- eBay
- Home Depot
- Lowe's
- Northern Pharmacy
- Target
- Walgreens
- Walmart

Medical equipment can also sometimes be found at county or local church loan closets.

Medical equipment you may need after surgery:



Raised toilet seat
(\$15-\$25)



Raised toilet seat with arms
(\$25-\$40)



Shower chair
(\$30-\$60)



Extended tub bench
(\$50-\$80)



Bedside commode
(\$35-\$50)



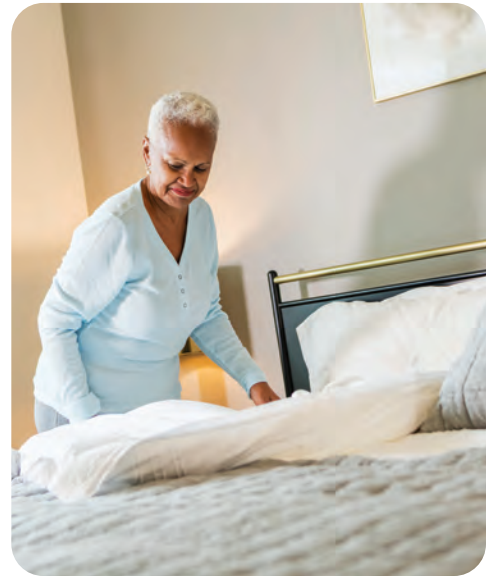
Safety/grab bars
(\$15 and up)

Note: For your safety, securely attach the grab bars to the wall; it is not recommended to use the bars with suction cups.



Toilet safety rail
(\$20-\$40)

Planning ahead for a **successful** **recovery.**



There are several things you (or a family member or friend) can do to make sure your home is safe and comfortable while you are recovering. Keep in mind, you may have to adapt how you perform some of your daily activities, allowing for extra time with one arm in a sling. It may be helpful to practice your daily activities without using the arm that will be operated on before surgery.



Bedroom and bathroom

1. Use a night-light.
2. Use a shower chair or bench in your tub or shower.
3. Consider purchasing a handheld showerhead.
4. Use a raised toilet seat if you already have difficulty standing up from your toilet prior to surgery.
5. Leave the bathroom door unlocked, so it can be opened from both sides.
6. Consider the use of a rubber mat or nonskid strips in the tub or shower.
7. Consider installing grab bars around the toilet and tub or shower. (It is not safe to pull up on a towel bar.)



Kitchen

1. Make sure all frequently used items are within arm's reach.
2. Move all food in the refrigerator to the shelves you can most easily reach.
3. Prepare meals ahead of time and freeze them.
4. Have a chair in the kitchen area available for rest breaks.



Throughout your home

1. Choose firm chairs with armrests when possible and use a cushion to raise the height if necessary.
2. Avoid chairs with wheels.
3. Before sitting down, make sure all items are within reach.
4. Remove clutter, throw rugs, and extension cords from the floor.



Transportation

1. Consider the height of your vehicle (SUV vs. sedan) upon discharge. Particularly tall patients may have difficulty getting into smaller cars, and shorter patients may have difficulty climbing into larger vehicles.
2. Remember, you will not be able to drive for some time. Before you can return to driving, you must be off all pain medication prescribed by your surgeon. Your surgeon will advise you on this. Consider practicing in an empty parking lot before returning to the roads.



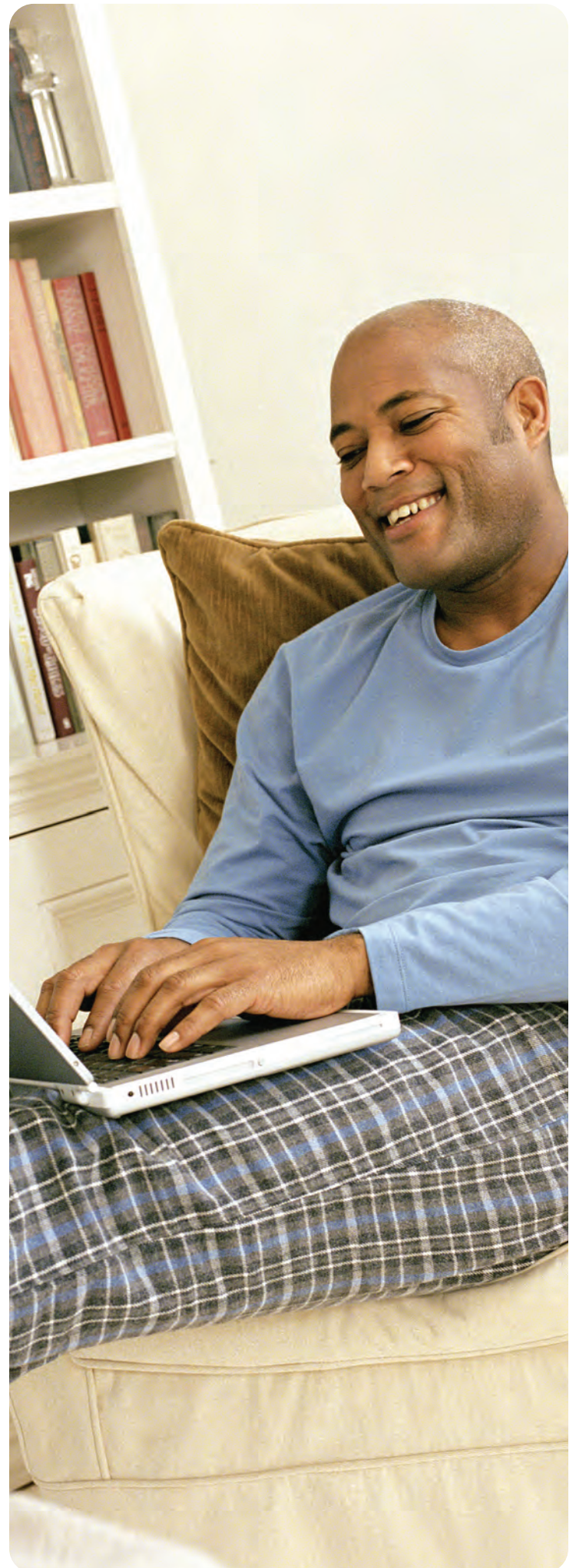
Daily living

1. If an assistive device is recommended, use as directed.
2. Allow yourself plenty of extra time to get to scheduled appointments. Your balance may be altered with one arm in a sling.
3. Stay home if inclement weather is in the forecast.
4. Consider alternative care for your pets. You will not be able to walk a dog or reach to the floor for food and water bowls or to change the cat litter.



Recovery area

1. Select an area on one level of your home where you will be comfortable spending the majority of the day.
2. Make sure you have a bathroom or bedside commode close by.
3. Have comfortable, supportive seating with an extra pillow available for support under your operated arm.
4. Have a table or tray next to your seat for easy access to food, water, and a phone.



Countdown to surgery **checklists.**

Please review the **Preparing for Your Surgery** section on pages 8 and 9.

More than 14 days before surgery:

- Schedule your pre-operative physical exam. Be sure that your physical exam paperwork (located in the pocket of this booklet) is faxed to **443-777-8050** at least 14 days before your surgery.
- If you see any specialists (i.e., cardiologist, hematologist, pulmonologist), you may also require clearance from them prior to surgery. It is best to discuss this with your primary care physician.
- Make a dental appointment if you haven't had one in the last year.
- Schedule your prehab therapy appointment at an outpatient therapy clinic. You can view a list of MedStar Health Physical Therapy locations at **[MedStarHealth.org/MHS/Physical-Therapy](https://www.MedStarHealth.org/MHS/Physical-Therapy)**
- Prepare your home for recovery from surgery. Please review the suggestions on pages 10-11.
- Arrange how you will get home when you are discharged after surgery.
- Identify the family members and/or friends who will help take care of you when you get home.

14 days before surgery:

- If you take a weight-loss supplement containing the drug phentermine, stop taking it at least 14 days prior to surgery.*

Within 14 days of surgery:

- Expect a call from your assigned patient care coordinator, who will help you with discharge planning.

7 to 10 days before surgery:

- Expect a call to confirm the time you need to arrive at the Surgical Pavilion on the day of your surgery. This is usually two to three hours before your surgery time.
- Stop taking certain medicines before surgery, if told to do so by your doctor.
- Stop smoking and using any products containing nicotine (cigarettes, electronic cigarettes, chewing tobacco, nicotine gum or patches, pipes, cigars, etc.).*
- If you are diabetic, you should have the physician who manages your diabetes advise you on how to adjust your medications for the day of surgery (when you can't eat or drink before the surgery).

*** Please note:** For your safety, failure to comply with these requirements may result in your surgery being canceled.

3 days before surgery:

- Start showering daily with Hibiclens. Please review the pre-operative shower instructions on page 14. **Remember to not apply any powder, deodorant, perfumes, or lotions after washing with Hibiclens.**

Day before surgery:

- DO NOT eat or drink after midnight** before your surgery—remember, this includes candy, gum, mints, etc.
- DO NOT smoke or use any nicotine products after midnight.** (Remember: It's best to stop all nicotine products seven to 10 days before surgery.)*

Day of surgery:

- If you are instructed by your primary care physician or by the physician who did your pre-op physical, you may take any recommended medications with a sip of water on the morning of your surgery.
- Take a shower with Hibiclens soap either the night before or preferably the morning of your surgery. Please review the pre-operative shower instructions on page 14.
- Wear clean clothes.
- Brush your teeth, but do not swallow the toothpaste.

Day of surgery (continued):

- Please be prepared to pay your co-pay if you plan to fill prescriptions at the hospital prior to discharge.
- Leave all valuables at home on the day of surgery. This includes cash, credit cards, jewelry, laptop computers, and cellphones. Please note that MedStar Health is not responsible for any loss of, damage to, or theft of valuables.
- Notify your surgeon immediately if you have a cold, show signs of any infection (drainage, sore, toothache), or experience other changes in your physical condition.
- Observe our Patient and Visitor Code of Conduct. These expectations can be reviewed at [MedStarHealth.org/Code-of-Conduct](https://www.medstarhealth.org/code-of-conduct)
- DO NOT eat or drink after midnight** before your surgery—remember, this includes candy, mints, etc.
- DO NOT smoke** or use any nicotine products on the day of your surgery.*
- DO NOT apply lotion, oil, powder, perfume, or deodorant** after using soap. This will help decrease the number of bacteria that naturally occur on the skin.
- DO NOT wear jewelry** (including wedding rings) or contact lenses.

Pre-surgery Hibiclens[®] skin prep instructions.



The purpose of the Hibiclens shower prep is to have your skin be as clean as possible prior to surgery to help prevent infection. You will need to shower for three consecutive nights before your surgery as well as on the morning of your surgery with Hibiclens soap. Please read all instructions below before starting your Hibiclens shower prep.

You can purchase Hibiclens antiseptic skin cleanser (generic name: 4% chlorhexidine gluconate) at any pharmacy (Walmart, CVS, Walgreens, etc.).

Pre-operative skin care reminders:

Do NOT use Hibiclens on the face or genital area, and keep out of eyes, ears, and mouth.

Do NOT use Hibiclens if you are allergic to chlorhexidine gluconate.

Do NOT use a sponge, washcloth, etc., to apply Hibiclens. Apply only with your hands.

Do NOT wash with soap after you have used Hibiclens.

Three consecutive nights before surgery:

1. In the shower, get your entire body wet. If you are going to wash your hair, do that first. Then use regular soap and water on your face and genitals. Make sure all shampoo and regular soap is rinsed off your hair and body before you use Hibiclens.

2. Turn off the water and open a packet of Hibiclens.
3. Pour the Hibiclens directly onto your hands.
4. Wash your body with Hibiclens from the neck down. Do not forget your back. Take about five minutes to do this, allowing the Hibiclens to clean your skin before you rinse.
5. Turn the water back on and rinse thoroughly with warm water.
6. Wear clean pajamas each night after you shower.
Do not use any powder, deodorant, perfumes, or lotions after washing with Hibiclens.

The morning of surgery:

1. Repeat the above steps for washing with Hibiclens.
2. Do NOT use any powder, deodorant, perfumes, or lotions after washing with Hibiclens.
3. Wear clean clothes to the hospital or surgery center the morning of your surgery.

For questions, please call your surgeon's office.

Contributing factors to complications.



Conditions that may increase your risk of having a complication during orthopaedic surgery include:

Allergies

If you have any type of metal allergies—especially nickel—let your surgeon know. A different type of orthopaedic implant may be used.

Obesity and poor nutrition

Proper nutrition plays an important role in your recovery and overall health. When your weight is under control and you are preparing for shoulder replacement surgery, it is important that your diet be nutritionally sound. Poor nutrition and obesity can increase your risk for infection and/or delay wound healing.

If you are overweight and would like to lose weight before or after surgery, we recommend that you join a physician-supervised weight-loss program. Please ask a member of your healthcare team for more information.

Heart and lung disease

These pre-existing conditions may lead to post-operative complications. Please make sure your healthcare team is aware of any heart or lung conditions.

Smoking and nicotine products

Stop smoking and using any products containing nicotine (cigarettes, electronic cigarettes, chewing tobacco, pipes, cigars, nicotine patches or gum, etc.). Nicotine in tobacco products has been scientifically proven to slow bone healing by poisoning the cells in your body that are responsible for making bone. Smoking can increase your chance of lung complications and delay wound healing. Please ask a member of your healthcare team for information regarding smoking cessation.

Diabetes

Poorly controlled diabetes can slow healing and lead to an increased risk for infection.

Signs of infection, such as a recent cold, flu, sore throat, and/or tooth disease

An infection anywhere in the body can interfere with the healing of the surgical site. Bacteria can travel through the bloodstream to the artificial implant. It is important that you are free of infection before surgery and seek immediate treatment for any infection that may occur after your surgery.

The most common areas that may be a source of bacteria in the body are the teeth and urinary tract. If you have not had a dental checkup within the last year, or if you have any dental infections, you are encouraged to make an appointment prior to your surgery. If you have any problems with urinating—frequency, burning, or difficulty passing urine—you should see your family doctor or urologist before surgery. Let your surgeon know if you have a cold, sores, cuts, or inflamed areas anywhere on your body.

The day of surgery.



Arriving at the hospital

Remember to read and prepare for your surgery using the Countdown to Surgery Checklists on pages 12 and 13. The checklists remind you of things to do and things not to do before your surgery.

Visit [MedStarFranklinSquare.org/Directions](https://www.medstarfranklinsquare.org/Directions) for directions to MedStar Franklin Square Medical Center.

On the day of your surgery, please arrive at the hospital at least two hours prior to your scheduled surgery. Use the Surgical Pavilion parking lot, accessible from Entrance #5 off Franklin Square Drive. Go to the main entrance of the Surgical Pavilion and check in at the registration desk.

Pre-operative Assessment Center (Pre-Op)

After you check in at either the hospital or the surgery center, you will be directed to the Pre-operative Assessment Center, also known as Pre-Op. Here, you will receive a nurse visit, meet your anesthesia provider, and have a chance to speak with your surgeon. It is important to inform your anesthesia team in the pre-op area of any allergies or medications that have caused you problems in the past. It is also important to discuss any problems you may have had with anesthesia.

While in Pre-Op, information regarding your past medical history will be reviewed and confirmed by the surgical team. You will have an IV inserted in your arm for fluids and medications during surgery. Your surgeon will also mark the surgical site with his or her initials. You are now ready for surgery.

Operating room

Your time in the operating room will depend on the complexity of the procedure. Your family and friends are welcome to stay in the waiting area until you are ready for visitors. The staff may ask for their phone number to contact them if they leave the waiting area. Once your surgery is completed, the surgeon will speak with your family and friends in the waiting area or over the phone to discuss the outcome of your surgery.

Post Anesthesia Care Unit (PACU)

After your surgery is complete, you will be taken to the Post Anesthesia Care unit to recover from anesthesia. This is also known as the recovery room. This is a critical care unit staffed with specialty trained nurses who will monitor you closely, checking your vital signs, pain level, and bandages. You will remain in the recovery room until you are either discharged to home or transferred to your hospital room if staying overnight.



Things to bring to the **hospital.**

- ❑ **Driver's license or passport** for photo identification
 - ❑ **Insurance cards** (including your prescription card, if you have one)
 - ❑ **Copies of advance directives** or living will (if you have them)
 - ❑ **List of all of the medicines you take**, dosages, and the time of day you take them, including over-the-counter drugs and prescription medicines, as well as a list of any allergies you have. Please bring only the list of medications with you to surgery. Do not bring the medicine.
 - ❑ **A plan to pay co-pays** for any prescriptions you fill at either the hospital or a local pharmacy. Your plan could include having a family or friend pick up or paying over the phone.
 - ❑ **Footwear:** Shoes that protect your toes and heels, have a rubber sole, and will stay on your feet such as sneakers, slip-on flats, or sturdy slippers are recommended. If you only have shoes that have laces, pre-tie shoes loosely so they can slip on or purchase elastic shoe laces.
 - ❑ **Clothing:** You may have a bulky dressing on your surgical incision, which may drain fluid for the first few days, so loose-fitting, non-cotton stretchy clothing is recommended. This could include a loose or oversized button-down shirt, an athletic shirt made of tech material, or tank top as well as elastic waist pants, shorts, skirts, or a loose-fitting dress.
 - ❑ **Personal items:** Glasses, hearing aids, and dentures
- If staying overnight at the hospital:**
- ❑ **Toiletries:** Soap, shampoo, shaving items, toothbrush, toothpaste, comb, makeup, brush, and deodorant
 - ❑ **C-PAP or external breathing devices:** If you typically use assistive breathing devices at home, please bring them with you and label them with your name. Your nursing team will discuss arrangements for using them while in the hospital and will provide the sterile water for the machine.

After surgery.

Post-operative equipment

After surgery, either in the recovery room or on the orthopaedic unit, your vital signs (blood pressure, pulse, respirations, temperature, and oxygen levels) will continue to be monitored as your anesthesia wears off.

You will notice a lot of equipment on and around you, which may include:

- **Incentive spirometer** to keep your lungs clear and active during your recovery. Use this device 10 times every hour while awake, making sure you take long, deep breaths IN.
- **Ice bags or cold therapy devices** on the surgical site, helping to decrease the swelling and pain in the shoulder after surgery. Please don't hesitate to ask for ice whenever you need it.

Your recovery

On the day of surgery, when you are fully awake, you will get out of bed with the assistance of a nurse. While in bed, you may lie in any position that makes you comfortable as long as your operated arm is positioned per your surgeon's instructions.

Going to the bathroom

Because your safety comes first, your caregiver may stay with you during your bathroom visit to prevent falls. Due to the effects of medication and anesthesia, all patients should be monitored—even those who have never fallen before or do not believe they are at risk for falling. Although this might seem uncomfortable, please know that we respect your privacy.

Managing your pain

Everyone experiences and handles pain differently. That's why we work closely with you to develop a pain goal and keep you as comfortable as possible after your surgery. Remember, it is normal to have pain and discomfort after surgery. There are many ways to control pain that do not involve medication, including ice, distraction, and deep breathing. We strive to determine the best way to keep your pain controlled after surgery and will send you home with a plan to manage your pain and prescriptions for the medications that work for you.

Refer to your surgeon's specific protocol on narcotic use post-operatively. **Post-operative pain drastically decreases in the first few days after surgery.**



Participating in your care.



Your care team is made up of highly skilled and trained healthcare professionals, including your surgeon, anesthesia providers, nurses, pharmacists, physician assistants, physical and occupational therapists, and a patient care coordinator. But the most important member of the team is you.

Patient

You are the most important member of the team. Preparing yourself prior to surgery and understanding what must happen before and after your hospital stay contribute to a positive, successful outcome. Your participation is extremely important in your return to an active, independent, and rewarding lifestyle.

Orthopaedic surgeon

Your surgeon is board certified and specialty trained in the surgical techniques and care involved in orthopaedic surgery.

Anesthesia provider

Your anesthesia provider is responsible for administering your pain medication and monitoring your condition during and immediately following the procedure.

Patient care coordinator

Your Patient Care Coordinator (PaCC) will advise you on pre-surgical preparation, prehab, post-surgical rehabilitation, and recovery.

Specialty nursing

Your nurses—both in the operating room and in the post-operative recovery areas—have been specialty trained in orthopaedics and are experts in the care of patients undergoing orthopaedic surgery.

Physician assistant

The orthopaedic physician assistants are specialty trained healthcare providers who work directly with your surgeon and care team to manage your overall medical care.

Occupational therapist

Depending on your surgeon's preference, you may be seen by an occupational therapist (OT). The goal of occupational therapy is to increase your independence and safety when managing your activities of daily living (ADLs) as well as review your home exercise program and sling management.

Physical therapist

Depending on your surgeon's preference, you may be seen by a physical therapist (PT). The goal of physical therapy is to increase your independence and safety when moving around after surgery as well as review your home exercise program.

Here are other ways you can participate in your care:

- Ask for pain medication before starting your exercise program. Please ask for ice afterward and as needed throughout the day.
- Make sure your nurse or doctor checks your identification (ID) wristband or asks your name before he or she administers any medication or treatment.
- Make sure your caregiver is wearing an identification (ID) badge.
- Carefully read any medical forms, making sure you understand them before you sign them.
- Know what medications you take and why you take them.
- Talk to your doctor or nurse about your medications and any side effects you may experience.
- Ask for written information about your medication.
- Ask your caregivers if they have washed their hands before providing care to you.
- Ask staff to explain what they are doing and why.
- Observe our Patient and Visitor Code of Conduct. These expectations can be reviewed at **MedStarHealth.org/Code-of-Conduct**
- Sign up for the MedStar Health Patient Portal, a secure way to access your medical information any time of day or night on your own computer, tablet, or smartphone. To sign up, visit **myMedStar.org** and click Enroll Now. Learn more on page 25.



Tips for hospital visitors.

MedStar Franklin Square welcomes visitors. Family members and close friends can play an integral and key part of the healing and recovery process for patients. Here is what visitors should know when coming into the hospital to visit orthopaedic patients during their stay.

Visitor guidelines and reminders

- **Confirm visiting hours ahead of time.** Patient visiting hours can vary, and in some cases are determined based on hospital, healthcare system, county, and state health data, with a goal to create a safe environment of care for all. It is a good idea to call the hospital at 443-777-7000 to confirm current visiting hours and what restrictions are in place, if any, ahead of time. We also encourage you to reference MedStar Health's Visitor Policy for additional guidance.
- **Sign-in.** Visit the reception desk upon arrival to sign-in and receive your visitor's badge.
- **Respect patient privacy.** Some patients choose not to be listed in the patient directory. In these cases, the receptionist cannot confirm the patient's presence or specific location in the hospital.
- **Observe infection control measures.** If you see an isolation sign outside the patient room, you may be required to wear protective gear such as a gown, gloves, and mask. This is for your protection and the patient's. We also ask that you handwash frequently during your visit.
- **Do not interfere with patient care.** You may be asked to step out of the patient's room during certain procedures.
- **Use public restrooms.** Restrooms in patient rooms should only be used by the patient.
- **Talk quietly.** Remember, patients need their rest.
- **Dress appropriately.** Shirts and shoes must be worn at all times.
- **Supervise children.** In most cases, we do not recommend that children visit patients in the hospital. If they must come into the hospital, please supervise them at all times and do not allow them to crawl on the floor.

- **Observe our Patient and Visitor Code of Conduct.**

To ensure our hospitals and care locations are safe, caring, and inclusive, we ask that patients and visitors follow the example of MedStar Health providers and associates by using respectful, appropriate language and behavior. These expectations can be reviewed at [MedStarHealth.org/Code-of-Conduct](https://www.medstarhealth.org/code-of-conduct)

Dietary notes

- With permission from the patient's care team, visitors may bring snacks and meals in for the patient, as long as he or she does not have any dietary restrictions.
- Any food brought in should be placed in a sealed container and labeled with the patient's name.

Personal property

- The hospital is unable to store visitor personal belongings such as suitcases and laptops.
- The hospital is not responsible for lost or stolen personal property; please leave valuables at home.

Parking and patient transportation

- We recommend patients be transported home in a larger vehicle if possible. Small, compact cars can be difficult to get into and out of and may cause unnecessary discomfort.

Internet access

- For your convenience, we offer free wireless internet access for all patients and visitors. Using your laptop, tablet, cellphone, or other Wi-Fi enabled devices, simply select "MedStarGuest" under your Wi-Fi settings to get started.
- There are free cellphone charging stations located throughout the hospital so you can recharge batteries as needed during your visit.



Discharge to **home.**



Discharge instructions

Before you leave the hospital or surgery center, your doctor or nurse will review discharge instructions about any post-operative care. These instructions will be specific to your surgery and your surgeon's protocol but generally will include:

- Wound care and dressing management
- Showering
- Pain control including ice, deep breathing, distraction, and medications
- Normal healing signs such as bruising and swelling
- Signs and symptoms of infection
- Follow-up appointment

After reviewing with your care team, you will receive a written copy of these instructions before you leave. You may be required to contact your surgeon's office for specific details about your individual recovery. If you have questions about your diet, activities, or other matters, please don't hesitate to ask.

MedStar Health

MedStar Health is a nonprofit, regional healthcare system with 10 hospitals and more than 20 other health-related services in the Maryland and Washington, D.C., region.

As you progress from surgery to at-home recovery and outpatient therapy, you may choose to continue your MedStar Health patient experience at another provider in the MedStar Health system. Your surgeon can provide a referral.

Outpatient therapy

As you follow up with your surgical team post-operatively, they will determine whether it is best to continue a home exercise program or start attending outpatient therapy. For patients who are mobile and can function safely at home when they leave the hospital, therapy is available on an outpatient basis at more than 50 MedStar Health Physical Therapy sites.

To view a list of MedStar Health Physical Therapy locations, visit [MedStarHealth.org/MHS/Physical-Therapy](https://www.MedStarHealth.org/MHS/Physical-Therapy).

Generally, if it is recommended that you attend outpatient therapy, this will include 2-3 visits per week in addition to your home exercise program.

Your opinion matters

We are always committed to providing the best in quality and service. Following your visit, you may receive a telephone survey asking about your experience. Your feedback helps us identify ways to continually improve your patient experience and our quality of care.



MedStar Orthopaedic Institute outcomes program

Our interest in your successful recovery doesn't end after surgery. Your participation in the MedStar Orthopaedic Institute Outcomes program is a way for you and your surgeon to stay connected. Through this partnership, your surgeon will have a better understanding of how well you recovered, particularly with regard to pain, mobility, and quality of life. At the time of your post-op visit, you will be asked to complete a brief questionnaire. By repeating these questionnaires at specific intervals, both you and your surgeon will be able to review and compare your improvement over time.

For your convenience, MedStar Orthopaedic Institute offers an easy and efficient way for you to stay in touch with this important program. Your surgeon will contact you via email with a secure link to your personal questionnaire, so please provide your email address to your surgeon's office. Rest assured, all information is HIPAA compliant and is treated with the same level of patient confidentiality as your medical record.

Measuring results for the quality of care that we provide is just one example of our commitment to maintain the highest standard of excellence in orthopaedic surgery. Your surgeon and our team of healthcare professionals thank you in advance for your support.



MedStar Health patient portal

Wondering what the results of your cholesterol test were? Need a prescription refill or an appointment with your MedStar Health doctor? There's a secure way to get access to your medical information any time of day or night on your computer, tablet, or smartphone.

Sign up for our free, secure, online patient portal at **myMedStar.org** and click **Enroll Now**.



Activities of daily living (ADLs) after a shoulder surgery.



This is a list of suggested techniques. Please follow the specific directions given by your doctor.



General precautions

- Do NOT put weight on your operated arm until cleared by your surgeon.
- Do NOT reach behind your back with your operated arm until cleared by your surgeon.
- Perform your exercises as instructed.
- Ice your shoulder frequently throughout the day, especially after completing your exercises.



Sling

- Wear your sling at all times or as directed by your surgeon.
- Typically, you may remove your sling ONLY for bathing, dressing, and exercises.
- If experiencing discomfort, you may remove the sling for readjustment as long as your arm remains at your side.
- Refer to pages 28-29 for more details on sling management.



Upper body dressing

- Wear a loose-fitting button-down or stretchy pullover shirt.
- Place your OPERATED arm into the sleeve FIRST.
- If wearing a pullover shirt, put your head in next, then your non-operated arm.
- If you wish to wear a bra, it is easiest to have front clasps. Alternatively, you could wear a camisole or tank top.
- Refer to pages 30-31 for step-by-step pictures of putting on a shirt safely.



Lower body dressing

- Wear comfortable, elastic waist pants.
- Sit as much as possible when getting dressed.
- Only use your non-operated arm to pull up pants and underwear.
- Wear sturdy, rubber-soled shoes with a back.



Showering

- Wait until cleared by your doctor to shower.
- It is often recommended to use a shower chair during recovery.
- Lean your body forward to clean under your operated arm.



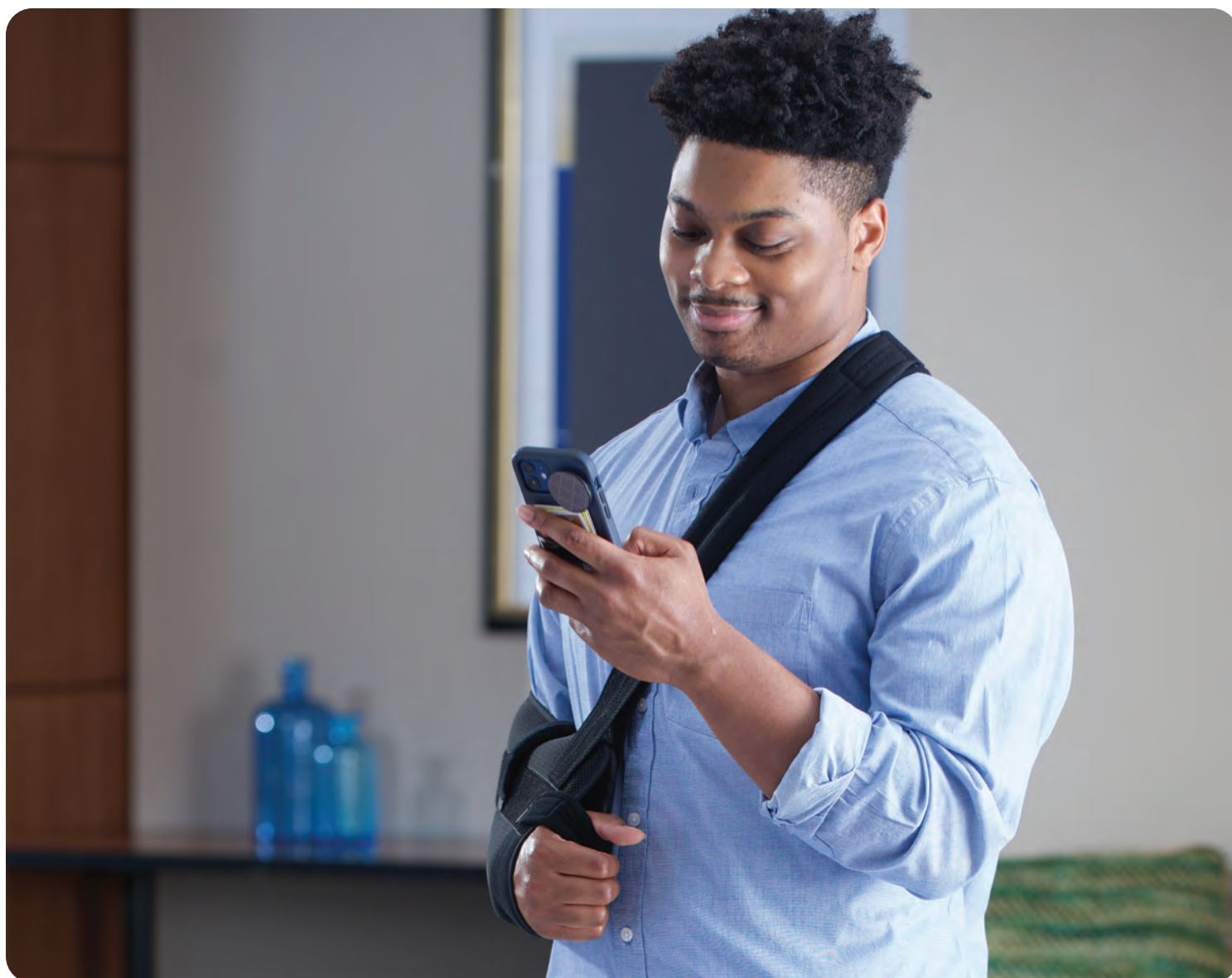
Driving

- No driving until cleared by your doctor.



Sleep and positioning

- Sleep with your sling on.
- Sleeping in a more upright position may be more comfortable initially (using a recliner or extra pillows in the bed).
- It is recommended to put a pillow behind your operated arm and shoulder.
- A body pillow may be useful to support your operated arm by wrapping behind your arm and shoulder while also supporting your elbow, wrist, and hand.



Sling management without bolster pillow.

Please Note

This is an example of one brand of shoulder sling. Your sling may vary slightly; however, the steps should be very similar.



STEP 1

Adjust the strap to the loosest setting, and place your sling on a waist-high surface.



STEP 2

Lean forward over the sling. Position your elbow at the back of the sling.



STEP 3

Bring the shoulder strap over your head.



STEP 4

Stand up fully, and then tighten the shoulder strap until your arm is supported.



STEP 5

Place your thumb within the elastic loop found on the inside of the sling.



This is the final, correct position for the sling.

Sling management with bolster pillow.

Please Note

This is an example of one brand of shoulder sling with bolster pillow. Your sling may vary slightly; however, the steps should be very similar. Your surgeon will let you know if and when you should wear the bolster pillow.



STEP 1

Place your sling on a waist-high surface.



STEP 2

Lean forward over the sling. Position your elbow at the back of the sling.



STEP 3

Bring the shoulder strap over your head.



STEP 4

Stand up fully, and then tighten the shoulder strap until your arm is supported. Attach the strap over your forearm, and then attach the strap between your thumb and index finger.



STEP 5

Bring the bolster pillow waist strap around your back and secure in the front near your belly button.



This is the final, correct position for the sling.

Upper body dressing— button-down shirt.

General Tips

- Always dress your operated arm first.
- When undressing, always take your operated arm out of the clothes last.



STEP 1

Bend forward at your waist and let your operated arm hang down. Hold your shirt with your non-operated arm.



STEP 2

Place your operated arm into the sleeve, and pull your shirt up over your shoulder and around your back.



STEP 3

Put your non-operated arm into the sleeve.



STEP 4

You can use both hands to button your shirt (you are allowed to bend your elbow on your operated arm).

NOTE: To take off your shirt, be sure to take your non-operated arm out FIRST and your operated arm out LAST.

Upper body dressing— pullover shirt.

General Tips

- Always dress your operated arm first.
- When undressing, always take your operated arm out of the clothes last.



STEP 1

Bend forward at your waist and let your operated arm hang down. Hold your shirt with your non-operated arm.



STEP 2

Place your operated arm into the sleeve, and pull the sleeve up to shoulder height.



STEP 3

Put your head into the shirt.



STEP 4

Place your non-operated arm into the sleeve and pull your shirt down.



NOTE: To take off your shirt, be sure to take your non-operated arm out FIRST, pull your head out of your shirt, and pull your shirt down from your operated arm.

Reverse shoulder replacement exercises.

If your surgeon gave you a handout with different exercises, please complete those instead.



SEATED ELBOW FLEXION AND EXTENSION

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Without moving your shoulder, bend your elbow toward your body as far as you can and then straighten your elbow as far as you can.
- You may use your other arm to help.



WRIST FLEXION AND EXTENSION

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Begin seated with your arm resting on a pillow and your thumb facing up.
- Bend your wrist toward you and away from you, keeping your fingers relaxed in a loose fist.



SEATED FINGER FLEXION AND EXTENSION

Reps: 20-30 reps an hour while awake

Description:

- Begin seated with your arm resting on a pillow and your thumb facing up.
- Slowly bend your fingers to make a fist and then straighten them back out again.



SEATED ULNAR AND RADIAL DEVIATION

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Begin seated with your arm resting on a pillow and your palm face down.
- Move your wrist side to side in a waving motion.



BILATERAL CERVICAL SIDE BENDING

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Begin sitting with good posture.
- While looking straight ahead, slowly bend your neck to one side, bringing your ear toward your shoulder.
- Slowly return to starting position.
- Repeat to the other side.

Recommended exercises vary and are different for each patient. It is important to follow the guidance of your physician. Exercises presented in this guidebook are shared as examples for both reverse and total shoulder replacement patients.

Total shoulder replacement exercises.

If your surgeon gave you a handout with different exercises, please complete those instead.



PASSIVE RANGE OF MOTION (PROM) SHOULDER FLEXION

Sets: 2 Reps: 10 Hold: 5 seconds Times per day: 2

Description:

- Lie on your back with your knees bent.
- **Be sure to place a pillow or support under your elbow.**
- Grasp your wrist on your operated side and raise your arms above your head, keeping your elbows as straight as possible.
- Range recommended by doctor _____



SUPINE SHOULDER EXTERNAL ROTATION

Sets: 2 Reps: 10 Hold: 5 seconds Times per day: 2

Description:

- Lie on your back with knees bent.
- **Be sure to place a pillow or support under your elbow.**
- Place a dowel or cane in the palm of your hand on your operated arm. Push your hand away from your body with your non-operated arm, and then pull back in toward your body.
- **Your hand will move slightly past your elbow.**
- Keep a small gap between your elbow and body during this movement.
- Range recommended by doctor _____



SEATED ELBOW FLEXION AND EXTENSION

Sets: 1 Reps: 10 Times per day: 3

Description:

- Without moving your shoulder, bend your elbow toward your body as far as you can and then straighten your elbow as far as you can.
- You may use your other arm to help.



SEATED FINGER FLEXION AND EXTENSION

Reps: 20–30 reps an hour while awake

Description:

- Begin seated with your arm resting on a pillow and your thumb facing up.
- Slowly bend your fingers to make a fist then straighten them back out again.

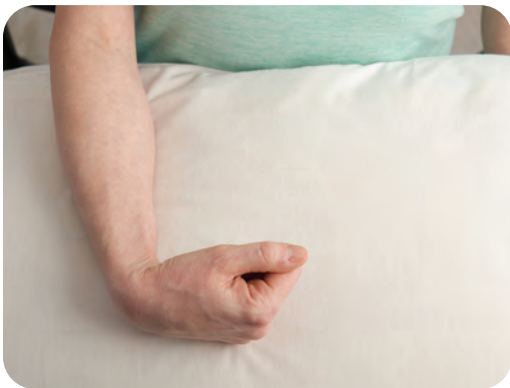


SEATED ULNAR AND RADIAL DEVIATION

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Begin seated with your arm resting on a pillow and your palm face down.
- Move your wrist side to side in a waving motion.



WRIST FLEXION AND EXTENSION

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Begin seated with your arm resting on a pillow and your thumb facing up.
- Bend your wrist toward you and away from you, keeping your fingers relaxed in a loose fist.



BILATERAL CERVICAL SIDE BENDING

Sets: 1 **Reps:** 10 **Times per day:** 3

Description:

- Begin sitting with good posture.
- While looking straight ahead, slowly bend your neck to one side, bringing your ear toward your shoulder.
- Slowly return to starting position.
- Repeat to the other side.



Financial information and patient advocacy.



We understand that billing and payment for healthcare services can be confusing. Once your physician has scheduled your surgery, Registration may call you to verify your insurance coverage and other information obtained from your physician.



Your surgery bill

As a routine practice, MedStar Health attempts to collect all patient expenses prior to the delivery of services. This includes deductibles, co-pays, and co-insurance amounts. The MedStar Health Central Business Office will contact you with this request.

Processing your bill

If you have insurance coverage, MedStar Health will bill your insurance carrier shortly after healthcare services are provided. While we attempt to provide all information and paperwork to your insurance company, sometimes it requires a response from you to resolve issues related to your account or insurance coverage. If your health plan has not made a payment within a reasonable period of time (usually 60 days after billing) and has not responded to our attempts to resolve payment matters on your behalf, the balance may become your responsibility.

Financial office contact information

If you have questions before surgery, please contact the MedStar Patient Financial Services Office at **410-933-8200**.

If you have questions after surgery, please contact the MedStar Health General Billing Office at **410-933-2424**.

Consolidation of charges onto one statement, for your convenience

For care you received prior to May 2021, you might have received separate hospital and physician bills. We understand this can be confusing. MedStar Health is committed to making the billing and administrative processes associated with your care as simple and convenient as possible. We now present hospital charges as well as the majority of MedStar-employed physician charges on one consolidated statement.

Customer support

Do you need assistance or have a question about your bill? We are here to help. You can reach our Customer Support team Monday through Friday from 8 a.m. to 6 p.m. by calling **410-933-4966** (or toll-free at 844-817-6087). Our representatives are trained to answer your questions and address your comments or concerns regarding bills from MedStar Health. They can also provide information on our financial assistance programs.

Your care and comfort during your hospital stay are very important to us. Should you have any concerns or problems that cannot be resolved by a member of your healthcare team, our Patient Advocacy staff is available to help answer questions, respond to complaints, and assist in a variety of other ways.



Our Patient Advocacy Office

MedStar Franklin Square Medical Center
9000 Franklin Square Drive
Baltimore, MD 21237
443-777-6555

Maryland Department of Health and Mental Hygiene

Office of Health Care Quality
Spring Grove Center
Bland Bryant Building
55 Wade Ave.
Catonsville, MD 21228-4663
410-402-8000

The Joint Commission

Office of Quality Monitoring
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610



Patient Safety

Patient safety is a top priority at MedStar Franklin Square Medical Center, and we encourage you to take an active role in your health care. We urge you to speak up if you have questions or concerns about your diagnosis, hospital care, medications, tests, and treatments. If you don't understand, ask again. You have a right to know.

Consider asking a trusted family member or friend to help you if you are uncomfortable asking for information or voicing concerns. Remember, you are the center of your healthcare team. Participate in all decisions about your treatment.



myMedStar.org Patient Portal

Wondering what the results of your cholesterol test were? Need a prescription refill or an appointment with your MedStar doctor? There's a secure way to get access to your medical information any time of day or night on your computer, tablet, or smartphone. Sign up for myMedStar, our free, secure, online patient portal.

Just go to **myMedStar.org** and click **Enroll Now**.



English

ATTENTION: Language assistance services, free of charge, are available to you. Call **410-984-9033**.

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 410-984-9033.

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

اتصل برقم **410-984-9033**.

Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 410-984-9033।

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 410-984-9033。

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-984-9033.

French Creole (Haitian Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-984-9033.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 410-984-9033.

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 410-984-9033.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 410-984-9033 पर कॉल करें।

Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 410-984-9033.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 410-984-9033.

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。410-984-9033 まで、お電話にてご連絡ください。

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-984-9033 번으로 전화해 주십시오.

Kru (Bassa)

Dè dè nià kɛ dyédé gbo: ɔ jũ ké m̄ [Bàsó ò-wùdù-po-nyò] jũ ní, nií, à wudu kà kò dò po-poò bíèin m̄ gbo kpáa. Dá 410-984-9033

Persian (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 410-984-9033 تماس بگیرید.

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-984-9033.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-984-9033.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-984-9033.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-984-9033.

Thai

เตือน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 410-984-9033.

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - کال کریں ۳۳۰۹-۴۸۹-۰۱۴.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-984-9033.

Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 410-984-9033.

