

Descriptive Transcript: What to Expect When Coming in For Surgery and Medical Procedures

[Opening shot: Aerial drone footage of the neighborhood surrounding Stony Brook Eastern Long Island Hospital. Residential homes, a marina with boats and yachts, and the hospital building are shown. The camera approaches the hospital from several angles.]

[MUSIC PLAYING]

[Cut to: Deborah Boesch-O'Toole speaking on camera outside the hospital.]

Deborah Boesch-O'Toole: Before they come into the hospital, they're usually given a phone call.

[Cut to: Jennifer Nemschick answering a telephone at her desk.]

[Cut to: Jennifer Nemschick speaking on camera outside the hospital.]

Jennifer Nemschick: The nurse makes a phone call to do a pre-interview to set the patient up.

[Cut to: Paul J. Connor III speaking on camera while seated in his office.]

Paul J. Connor III: And go through a whole checklist that they go through to make sure that you are prepared for the day of surgery.

[Cut to: Christine Jolly speaking on camera outside the hospital.]

[Intercut with: Hospital interiors and hallways. Staff members walk through the corridors, assist patients, and work at reception desks.]

Christine Jolly: And then we'll welcome them, see how they are doing for the day.

Christine Jolly: I ask them for their insurance cards, make sure the insurance cards are correct.

Christine Jolly: So this way they don't get a bill because we don't want to see you get billed.

Christine Jolly: And then from there I ask them to have a seat until one of the nurses comes and gets them.

[Cut to: Deborah Boesch-O'Toole speaking on camera outside the hospital.]

[Intercut with: A nurse greets a patient, escorts them to an examination room, and performs an initial assessment.]

Deborah Boesch-O'Toole: Then the nurse will take you and you start, you go and get changed.

Deborah Boesch-O'Toole: They're going to ask you more questions.

Deborah Boesch-O'Toole: They're going to take your vital signs.

Deborah Boesch-O'Toole: They're going to make sure that you're comfortable.

Deborah Boesch-O'Toole: And then they bring you over to our holding area where the perioperative nurse will actually meet you.

[Cut to: Paul J. Connor III speaking on camera in his office.]

[Intercut with: A nurse transports a patient in a wheelchair toward the operating room.]

Paul J. Connor III: And then the anesthesiologist will come out and speak to you and tell you exactly how the anesthesia will go.

Paul J. Connor III: How they're going to make you fall asleep.

Paul J. Connor III: And most importantly wake you up.

Paul J. Connor III: Whatever it is that you're coming in for, they'll come out and talk about the procedure again to let you know exactly what they're going to do and what you can expect to happen.

[Cut to: Christine Jolly speaking on camera outside the hospital.]

[Intercut with: An operating room prepared for surgery.]

Christine Jolly: And then they wheel them to the back.

Christine Jolly: And they're all prepped for their procedure.

[Cut to: Paul J. Connor III speaking on camera.]

[Intercut with: A patient is transported from the operating room to the recovery room while medical staff monitor the patient's vital signs.]

Paul J. Connor III: Put you out.

Paul J. Connor III: The procedure's done.

Paul J. Connor III: You end up in the recovery room.

[Cut to: Jennifer Nemschick speaking on camera outside the hospital.]

Jennifer Nemschick: And then you're going to come back to us.

Jennifer Nemschick: Your belongings are safe.

Jennifer Nemschick: Your family will be waiting here.

Jennifer Nemschick: We can let them know where you are.

Jennifer Nemschick: You're in the recovery room.

Jennifer Nemschick: Everything's good.

Jennifer Nemschick: So that they don't have to worry going into a procedure that their family's not going to know what's going on with them.

[Cut to: Deborah Boesch-O'Toole speaking on camera outside the hospital.]

Deborah Boesch-O'Toole: And then you either go, you're admitted to the floor and go upstairs.

Deborah Boesch-O'Toole: Or for most of our patients, they go home the same day that they have their surgery.

[Cut to: Jennifer Nemschick approaches a patient with discharge paperwork.]

Jennifer Nemschick: All right, so you're ready to go.

Jennifer Nemschick: Let's review your instructions again one more time.

[Cut to: Paul J. Connor III speaking on camera in his office.]

Paul J. Connor III: And the person went through the procedure and said, "It happened just like you said."

Paul J. Connor III: Everything was just like you said.

Paul J. Connor III: No problem, none event.

[Cut to: Christine Jolly speaking on camera outside the hospital.]

[Intercut with: Drone footage of the hospital, boats in the marina, and the hospital courtyard overlooking the water.]

Christine Jolly: Everybody here has been working together for a very long time.

Christine Jolly: We work very well as a team.

Christine Jolly: We make you feel welcome.

Christine Jolly: We do everything we can to make you feel comfortable.

Christine Jolly: The patient care here is absolutely beautiful.

Christine Jolly: You get so much one-on-one attention.

Christine Jolly: It's very, very peaceful.

Christine Jolly: We have a beautiful water view.

[Cut to: Jennifer Nemschick speaking on camera outside the hospital.]

Jennifer Nemschick: I like taking care of the whole person, from what they need while they're with us to what we can possibly do to complement what's going on at home.

[Cut to: Deborah Boesch-O'Toole speaking on camera outside the hospital.]

Deborah Boesch-O'Toole: We've actually volunteered.

Deborah Boesch-O'Toole: Some of my staff have volunteered and gone in and taken care of people's animals.

Deborah Boesch-O'Toole: They've taken care of them at home.

Deborah Boesch-O'Toole: They've gone and helped them out at home.

[Cut to: Paul J. Connor III speaking on camera in his office.]

Paul J. Connor III: We have very, very high patient satisfaction.

Paul J. Connor III: And this is driven really by the culture, how proficient our staff is, how professional our staff is, and how caring our staff is.

[Closing shot: Aerial views of the hospital and the surrounding neighborhood.]

[MUSIC PLAYING]

[Fade to white.]

[On-screen logo: "Stony Brook Eastern Long Island Hospital"]

[A red shield emblem displayed.]

[End]