



Wilmington Health Endoscopy Suite Patient Driver Instructions

The staff of Wilmington Health Endoscopy Suite would like to take this opportunity to thank you for driving our patient to their procedure. Without you, we would not be able to provide our services to them. Because we recognize and appreciate that you too are a customer of Wilmington Health Endoscopy Suite, we would like to provide you with some helpful information so you will know what to anticipate on the day of our patient's procedure. Our hope is that by setting these expectations, your experience will be as pleasant as possible while waiting for our patient. Thank you for allowing us the privilege of caring for both you and our patient.

What to expect:

- Wilmington Health requires that you remain at our facility from the time you arrive with the patient until they are discharged and ready for you to drive them home.
- When the patient checks in to the Endoscopy Suite, our Patient Representative will take your name so we know who to notify after the procedure is finished. Our Patient Representative may also request your cell phone number should you decide to leave the waiting room area.
- Once the patient is checked in, there will be a wait time prior to calling them back into our Endoscopy Unit to prepare them for their procedure area. When we call the patient back to the department you will remain in the waiting room. Once the patient has been called back, the wait time may vary from as little as 25 minutes to over an hour before we call you back to the recovery area.
- Procedure time varies from 5 minutes up to 45 minutes based on the type of procedure as well as the findings during the procedure. After the procedure is complete and the patient is settled in the recovery area, one of our Endoscopy Suite staff members will come out to escort you to sit with the patient.
- While we cannot provide exact wait times, generally our patients and their drivers should expect to be here a total of 2 to 2 1/2 hours. Due to the nature of the services we provide, wait times vary. We do our very best to be as efficient as possible while maintaining patient safety and providing the highest quality of care.

What to bring:

- Something to eat and drink (Wilmington Health does NOT have onsite vending.)
- A sweater or jacket (It tends to be cold in our facility.)
- Something to read or do to help pass the time (i.e. books, magazines, mobile devices, crossword puzzles)