**Contacting our office**

Our highest priority is for every patient to be able to access our department when they have a question about their care. Please use the following guidelines to contact our office if you have questions about your care:

1. To **schedule an appointment**, please call 202-444-8751 and press option #2
2. Refer to FAQs to see if your question is addressed in our list
3. **Patient Portal**-**This is the best method to get a response within the same day**. Our nurse practitioners will monitor patient messages throughout the day and respond by the end of the workday. Please refer to the last page of your discharge instructions on how to set up the patient portal.
4. **Contacting office**-Call 202-444-7073 to speak to front desk.
5. **After hours care**- For any urgent after hours needs, call 202-444-7243 and ask for the Plastic Surgery Resident on call.
6. To obtain **test results or get a copy of your medical record**, please call 202-444-8751 and press option #3
7. To inquire about **billing or a referral**, please call 202-444-8751 and press option #4
8. To find **directions** to Georgetown Hospital, please call 202-444-8751 and press option #5

**Dr. Baker – Facelift/Necklift Postoperative Instructions**

**Wound/Incision Care:**

You will have a head wrap in place after surgery. Please do not remove this wrap before your first appointment as it will be removed in the office. You may also have a drain in place. The drain is usually removed 24 hours after surgery. Please call the office to schedule this appointment. You should sleep with your head elevated to reduce swelling. You may shower once your bandages have been removed. Once the bandages have been removed you should apply Bacitracin to the incisions twice daily. Sutures will be removed in approximately 7 days.

Day 1-7: You will notice bruising and swelling that is normal. The skin of the face may feel numb and tight. The discomfort is well controlled with pain medication.

Day 8-14: The bruising is resolving but the incisions will be red with some mild crusting. The crusting may be cleaned by dipping a Q Tip in hydrogen peroxide and gently dabbing the incisions. The scabs will fizzle as the peroxide dissolves the scabs. Topical antibiotic ointment can then be applied to keep the incision moist. DO NOT use topical antibiotic ointment for more than 14 days unless directed by Dr. Baker or his PA to do so.

Day 15-21: The bruising should be fading and the incisions should be looking better. Makeup can now be applied to conceal and redness of the incisions. You will notice swelling but if you go out, others should not notice abnormal facial swelling. The swelling may be better on some days than others and may be more prominent on one side of the face than the other. This is a normal process of healing.

Day 21+: Sunscreen SPF 30 or higher should be applied to all incisions 20 minutes prior to sun exposure and reapplied every 2 hours. This is critical in the 6 months after a facelift; however, it is a good idea to regularly use sunscreen whenever you are exposed to ultraviolet radiation.

**Medications:**

You have been prescribed a narcotic pain medication. Narcotic pain medications can cause constipation. You may find it helpful to take an over the counter stool softener while you are taking the pain medication. It is not unusual to have nausea after surgery. You have been prescribed Zofran that can be taken for the nausea. You received IV antibiotics during surgery. You may have also been sent home with a prescription for an antibiotic. If you were given an antibiotic prescription, it is important to complete the entire course. You may have also given a medication for swelling called a Medrol dose pack. The directions for this medication are printed directly on the foil pack. Try to avoid nasal sprays such as Afrin r other types of antihistamine nasal sprays.

**Diet:**

Diet restrictions will be specified prior to leaving the hospital as certain procedures necessitate you maintain a soft or liquid diet for a period of time after surgery. Your throat may be sore following general anesthesia. You may try over the counter throat lozenges. No alcoholic beverages while taking pain medication. We recommend a high fiber diet and lots of liquids while taking pain medication in order to prevent constipation. You may also want to take an over the counter stool softener such as Pericolace while taking pain medication.

**Activity:**

No heavy lifting (greater than 10 pounds) and no strenuous activity for 2-4 weeks. Facial surgery and fracture patients should avoid contact sports for 6 weeks after surgery. We will specify permissible activity levels as you proceed through your post-operative course. You should not drive while taking pain medication.

**Reasons to Call:**

Temperature of 101.5 or above

Excessive drainage and/or bleeding

Increased redness

Increased swelling or abnormal swelling of one side compared to the other

Pain that is not tolerable after taking pain medication

**myMedStar Patient Portal**

**myMedStar** is a free, secure and convenient way to manage your health care and communicate with your physician.

**With myMedStar you can:**
● Request and view upcoming appointments
● View most lab, radiology and pathology results as soon as they are available
● Renew prescriptions
● Exchange secure email messages with any of your MedStar Health care providers
● View summaries of your hospital or office visits
● And more

**How to Enroll:**

**Self-enrollment**
1. Go to *myMedstar.org*
2. Click **Enroll Now**
3. Follow the instructions to enroll. You will need:

● First and last name
● Date of birth
● Email address or this **PatientID - Your unique patient ID appears on page one of your discharge paperwork**

**Email Invitation:**

If you provided an email address during registration you should have received an invitation to enroll in the myMedStar patient portal.

● From within the invitation, click the link to accept the invitation.
● After successful verification, you will be prompted to create your account. Follow the onscreen instructions to complete the enrollment process.

MedStar Health is dedicated to helping improve your overall health care experience by providing convenient, streamlined resources to help you better manage your health. We now offer the ability for you to securely connect some of the health management apps you may use(i.e. fitness trackers, dietary trackers, etc.) to your health record. Email us at mymedstar@medstar.net if you are interested. Once we receive your request, MedStar Health will work with the appropriate vendors to determine if they meet the technical requirements in order to establish a secure connection.

If you have questions or need assistance creating your account, please contact myMedStar support toll free at 1-877-745-5656, 24 hours a day, 7 days a week.