**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 – Blepharoplasty Postoperative Instructions**

**Wound/Incision Care:**

You may shower after 24 hours unless otherwise directed. In the meantime, please sponge bathe as it is important to maintain good hygiene. You may be given a tube of antibiotic ophthalmic ointment to apply to your incisions twice a day. If you are having lower eyelid surgery, you will need to apply ointment in the lower eyelid at bedtime. The ointment may cause burring of your vision. Please apply cold compresses to your eyes, as often as tolerated (on for 20 minutes and off for 20 minutes), for 48-72 hours following surgery to reduce swelling. Sleep with your head elevated. You may use artificial tears if your eyes are dry, but do not use Visine. You may have a combination of dissolvable sutures and sutures that will be removed at your first post-op visit. You may have clear adhesive glue over your incision. This will slowly peel off over the next few weeks and you may shower with it in place. You may begin to wear makeup and contact lenses 10 days after surgery. Makeup should be new to prevent introduction of bacteria. Tearing, itching, burning, tightness, and puffiness are normal during the healing process. Complete healing takes 6-12 months.

**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.

**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

Inability to urinate within 6 hours of leaving the hospital

**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.