

Wolf River Surgery Center



Be treated well.



MethodistSM
Healthcare

www.WolfRiverSurgery.com



Welcome!



Today's medical advances have made it possible for patients in good health to have non-emergency surgery and return home the same day. The Surgery Center offers an alternative to overnight hospitalization in a comfortable and convenient atmosphere. For appropriate patients and procedures, same-day surgery can be accomplished with minimum interruption of family and business schedules and at a significant cost savings over inpatient care.

Highly skilled, experienced surgeons, anesthesiologists, nurses and other caring staff members will take the time to care for your physical and emotional needs and answer any questions you may have. They will ensure that family and friends who accompany you are comfortable and informed of your progress during your stay.

The following information should answer most questions you may have about the Surgery Center and will help prepare you for your surgery. If not, please call us at the telephone number located on the back of this brochure. Our staff is dedicated to making your visit to the Surgery Center as worry free as possible.

Please note it is chilly in the surgery center. We suggest that family/friends that will be staying with you bring a sweater or light jacket.

It is our goal to deliver your care to you as timely as possible. Healthcare is not an exact science when it comes to time. There are many possible reasons for delays in scheduled times well beyond our control, including emergencies that occur inside and outside of our facility that effect all of us. We will communicate as openly as we can regarding delays and ask for your understanding as we do the right thing for each of our patients.

Thank you for allowing us to care for you or your loved one.

Preparing For Your Surgery



You and your physician have decided that you need surgery. You should discuss any questions or concerns regarding the surgery or events leading up to the surgery with your surgeon.

MEDICAL HISTORY

You will be asked to complete a questionnaire regarding your health history and physical state. This information will be forwarded to the Surgical Team at the Surgery Center. To start the pre-surgical assessment process, we request you complete your medical history online with One Medical Passport. We recommend you enter your medical history online as soon as your surgery has been scheduled. Once you do this, our Pre-Surgical Assessment nurse will be able to access the information you entered online. This information will assist the nurse in organizing and documenting your complete medical history to prepare for your surgery. Please visit www.OneMedicalPassport.com to complete this process. The Surgical Team will review the information and may contact you if they have questions or need to give you specific instructions. Otherwise, they will meet with you the day of your scheduled surgery. Should you have any questions, you may call the telephone number located on the back of this brochure and speak with a team member. If you are unable to complete a Medical Passport, a pre-op nurse will call you to obtain the necessary information.

LAB TESTS

You may require some lab tests before your surgery. These may be performed immediately before your surgery or you may be asked to go to a specific laboratory several days before your surgery.

INSTRUCTIONS

A nurse from the Surgery Center will contact you by phone before the day of your surgery. The nurse will confirm the time you are expected to arrive and give you specific instructions to prepare you for surgery.

Here are some steps you can take to ensure a safe surgery and quick recovery.

- **Assistance** - It is your responsibility to arrange, in advance, for a responsible adult, 18 years or older, to drive you to the surgery center and remain at the center throughout your entire stay. You cannot drive yourself or be left alone. In order to ensure your safety, we cannot discharge you to a cab, a hired driver or bus. You will also need to have a responsible adult stay with you during the first 24 hours after surgery. Please ensure that these arrangements are made before the day of your procedure or your surgery will have to be rescheduled.

- **Diet** - The nurse will give you specific instructions that must be followed carefully to ensure your surgery is performed on the day it is scheduled.
- **Medications** - Please bring a list of all current medications, dosage and time of last dose taken by you. This list is not needed if you completed your pre-registration with OneMedical Passport.
- **Smoking** - If you smoke, you will be encouraged to refrain from smoking prior to your surgery.
- **Alcohol/Drugs** - You should not drink liquor, beer, wine or partake in the use of recreational drugs the day before or of your surgery.
- **If you get a fever, cold or rash** - Contact your doctor. Your surgery may be postponed.

The Day Of The Surgery

BEFORE YOU LEAVE HOME

- Shower or bathe. You will be given specific instructions if needed.
- Remember not to eat or drink (unless otherwise instructed).
- Wear loose-fitting clothing.
- Leave valuables such as jewelry, watches, cash, and credit cards at home, other than what is required to meet your financial obligation to the surgery center. We cannot be responsible for damaged or lost property.
- Remove makeup and nail polish.
- If you wear contacts, leave them at home and bring your glasses instead.

WHAT TO BRING

- Insurance cards and picture I.D.
- Parent or legal guardian of children less than 18 years old.
- A list of all your regular medications, both prescription and non-prescription. Unless you pre-registered with OneMedical Passport.
- Any special appliance or object instructed by your surgeon.
- Advance Directive - If you have one. (This is a document that outlines the medical treatment you'd want or names the person you want to make health care decisions for you if you are not able to do so.)

If you are a legal guardian or have Power of Attorney for this patient, please bring the appropriate legal documentation with you, verifying your status.

CHECKING IN

A representative will meet you at the registration desk. You will be asked to verify that our information regarding you and your scheduled procedure is correct and, if not, to make necessary changes on your registration form. You will be asked to sign this form in several places. You will be asked for your insurance card and picture ID.

A nurse will direct you to the pre-operative area. Family members or friends may accompany you.

You will be asked to put on a hospital gown, which ties in the back, and an identification bracelet. You may be asked to remove special appliances such as dentures or bridges. Your personal belongings will be put in a belonging bag, which can be given to a family member or placed under your stretcher where it will remain with you.

A nurse will obtain vital signs and weight. You will be asked to confirm information that may have been previously discussed and sign your operative permit. An intravenous (IV) line may be started. Laboratory tests and an EKG may be obtained at this time if needed. If you are of childbearing age, a pregnancy test will be performed as ordered by your physician.

All of the information gathered will be compiled and reviewed by the team that will be caring for you. During this time, it is important to the staff that you and your family are comfortable and well informed. Please feel free to ask questions or let the staff know how they can improve your level of comfort.

ANESTHESIA CARE

The goal of the anesthesia team is to provide the best medical and anesthetic care possible during surgery with safe and effective pain control. A highly skilled anesthesia team member will monitor your condition and provide medications as needed.

The three main types of anesthesia provided by the anesthesia team are:

- **General Anesthesia** - with general anesthesia, you are totally asleep during the surgery and aware of nothing.
- **Regional Anesthesia** - Certain areas of your body are numbed with regional anesthesia so that you do not feel pain. You also may receive medications to help you relax.
- **Monitored Sedation** - You will be given medication to keep you relaxed and comfortable. You may be awake during the surgery or drift into light sleep.

NOTE: some minor procedures are performed using an agent injected by your surgeon that provides local numbing of the area. Your surgeon may or may not schedule an anesthesia member to be present.

If you are a known Sleep Apnea patient or have ever been told that you should have a Sleep Apnea study please contact the Surgery center prior to your scheduled date of surgery. If you use a sleep apnea machine (CPAP) please bring it with you on the day of surgery. You may leave the machine in your car. We will ask your family to retrieve it if you have a need for it after surgery.

The Surgical Procedure



When you have been prepared for surgery and the surgical team has collaborated on the best possible course of care for you, you will be taken to the operating room suite. At this time, we will ask that your family members wait in the front lobby. The OR suite provides a safe and sterile environment for your surgery.

Routine monitoring equipment will be placed on you such as a blood pressure cuff and EKG pads for heart monitoring. Medications will be administered through the IV. Team members will remain with you at all times.

Your surgeon will communicate with your family or friends immediately after surgery.

The Recovery Period



After your procedure, you will be taken to an area called the Postanesthesia Care Unit. You will be monitored and cared for as you recover from the anesthetic. Registered Nurses will give you medications as needed to keep you comfortable and to help maintain appropriate vital signs during this time. In order to constantly monitor your progress, the nurse will remain immediately accessible to you. Your family member or friend may join you when you are awake and ready to see them and remain until you are discharged.

Preparing To Go Home



The nurses will work with you and your family to prepare for your discharge home. Discharge instructions will be given to the person who remains with you in the Postanesthesia Care Unit. We will make every attempt possible to safeguard your privacy. Therefore, if you do not wish for information regarding your procedure to be discussed with or in front of those accompanying you, please call the center before your arrival to make other arrangements. Specific instructions will be discussed with you and you will be given a written copy to take home. The staff will inform you of potential problems for which you may need to contact your doctor. Your surgeon's phone number will be included with the instructions. It is very important that you and your family understand the instructions for home care. It is also important to the staff that you and your family are ready to resume care at home before leaving the Surgery Center. Please let the nurse know if you have any concerns or if something is unclear.

Your surgeon will give you prescriptions for new medications and information regarding which previous medications to resume at home. If you provide your pharmacy's phone number, the staff may be able to call in a prescription for pickup.

When you are ready to go, your family member or friend can drive to the exit door where you will be escorted out and helped into the car. You may want to bring a pillow from home to aid in your comfort during the ride.

Customer Service Survey

You or your family will be asked to complete a customer service survey. We take our surveys very seriously and ask that you let us know how we could have better served you or your family members. If we fail to offer a survey, please do not hesitate to request one.

What To Expect At Home



When you return home, you may be inclined to nap or sleep the rest of the day. To ensure your safety, plan to have someone with you for the first 24 hours after your procedure.

Refer to your written instructions given to you upon discharge. If you have any questions, please contact your surgeon.

Children



It is best to begin to prepare children for surgery several days in advance. Your attitude will affect your child's feelings toward surgery, so be positive, confident, and honest about what will happen. Explain that during surgery, he or she will not be able to feel anything, but afterwards, the surgery site might be painful and will gradually feel better. For younger children, let them know that there will be a short time that you will not be able to be with them. A favorite toy or blanket may be brought to accompany your child through surgery.

If you feel your child will benefit by visiting the Surgery Center before the day of surgery, call us to set up a tour with a staff member.

Following surgery, you will be taken to the recovery room as soon as your child awakens. It is normal for them to be confused and upset immediately after surgery and the presence of a parent is often the most effective comfort that can be provided.

Clear liquids and Popsicles will be offered in the recovery area. **If your child is using a bottle or sipper cup please bring one with you.**

You will be given instructions before taking your child home on how to care for your child at home. Written instructions will also be provided. It is often helpful to have two adults present for the ride home.

Financial Policy

Thank you for choosing our surgery center as your health care provider. Our associates work very hard to make sure your paperwork is filed accurately and properly. Thank you in advance for your assistance and patience during this process. In an effort to streamline the registration process, the surgery center staff will attempt to obtain the majority of your billing and insurance information from your surgeon's office. Please bring your insurance card and drivers license with you on the day of service. The surgery center bills for the services and supplies provided by the surgery center. You will receive a separate bill from the surgeon, the anesthesiologist and pathologist if needed. Should you have any questions regarding their bills, please contact them directly. Each time services are rendered a separate account is created. It is possible to have multiple accounts open at the same time.

A surgery center representative will attempt to contact your insurance company for verification of coverage. Precertification may be required by your insurance company. To assure coverage, it is very important for you to verify that this process has been done by your surgeon's office. **Most insurance companies have deductibles and/or co-payments that apply to surgical procedures. Co-payments are due on the date of surgery.** If there is an issue with your co-payment, you must contact our facility before the date of your scheduled procedure or your procedure may have to be rescheduled. **Deductibles are also due on the day of service unless other arrangements have been made with the center prior to the date of your scheduled procedure.**

If you have any questions or problems regarding your bill, call the surgery billing department at: (901) 516-1739.

We accept CASH, CHECK, OR CREDIT CARD (VISA, MASTER CARD, DISCOVER, and AMERICAN EXPRESS).

Minor Patients: The adult accompanying a minor and the parents (or guardians) of the minor are responsible for full payment.

Billing and Collection Policy

If you provided us with the insurance information, your insurance company will be billed as a courtesy to you. The actual benefit will depend on your insurance policy, co-payment and remaining deductible due. The amount not covered by insurance is the responsibility of the guarantor or responsible party. Your portion is due in full within 60 days.

**PLEASE BE AWARE THAT YOU ARE
PERSONALLY RESPONSIBLE FOR THIS BILL**

Patient Rights & Responsibilities



We recognize that each patient is an individual with unique health care needs. We strive to provide considerate respectful care focused upon the patients individual needs including recognition of psychosocial, spiritual, and cultural values that may affect the patients response to care given.

OUR COMMITMENT TO YOU, OUR PATIENT:

- I. One level of quality of care throughout the Surgery Center.
- II. To respect your needs and wishes, and strive to work cooperatively with you in providing services.
- III. Considerate and respectful care, regardless of race, color, religion, sex, age, physical or mental disability or national origin.
- IV. To work with you on personal values and beliefs that do not interface with your care or the well-being of others and to provide support on matters of personal comfort and dignity.
- V. To provide you with the names and credentials of the doctors responsible for your care and access to a second opinion, upon your request.
- VI. To provide information to you about your medical treatment and answer any questions you may have regarding treatment, procedures, tests or surgery scheduled for you.
- VII. Your care will not be affected by your refusal to participate in any proposed clinical research.
- VIII. Information about the safety reasons for restraining you, if necessary, either physically or with medication.
- IX. Information that would allow you to make your own healthcare decisions for the future (advance directives, such as Living Wills, Durable Power of Attorneys for Health Care and Proxies), and that our providing care to you will not be conditional on whether you have advance directives.
- X. Access to our Ethical Advisory Committee, upon your request, should you wish help with ethical issues.
- XI. To be considerate of the needs of all patients. XII. To provide appropriate and effective pain management and pain management education to those patients who are in need of it.
- XIII. Privacy and confidentiality during your visit with your medical record. You will be allowed access to your medical record, as appropriate. Due to HIPAA regulations, information regarding your care will only be given to persons designated by you at the the time of your admission.

- XIV. An explanation to any questions regarding your Surgery Center charges and our billing procedures.
- XV. An opportunity for you, your family, or a legally appointed representative to express any concerns about your care, with the assurance that any expressed concerns will not interfere with present or future care. The Surgery Center Clinical Director will assist you with the review and when possible, the resolution of these concerns.

Patient & Family Centered Care

Patient- and family-centered care is an approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among patient, families and health care practitioners. By truly partnering with our patients and their families-not only involving them in decisions about their care, but also gaining the benefit of their help and insights to better plan and deliver care-patients can achieve better outcomes, and healthcare facilities can improve the care for all patients.

What can you expect from Wolf River Surgery Center:

- That patients & families are treated with dignity and respect
- The transparent sharing of information and communication of complete information
- Your participation in care planning and services
- Collaboration among our patients, families and healthcare providers in policies and program development

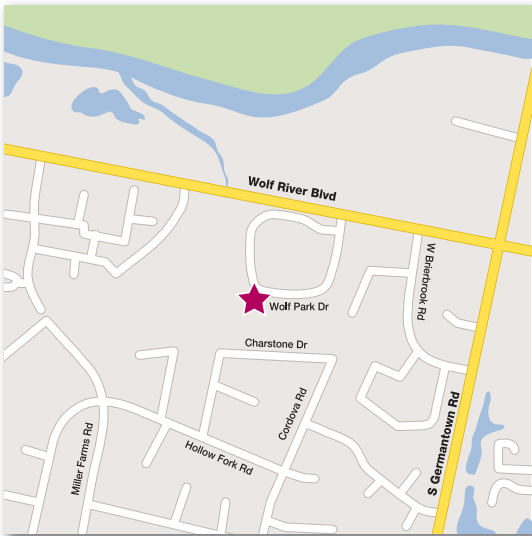
If you are interested in becoming a patient or family partner or for more information contact:

Anissa Wilson, Wolf River Surgery Center

901-252-3403 Anissa.Wilson@mlh.org

Wolf River Surgery Center

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