

- What is Outpatient Surgery 3
- How Should You Prepare for the Procedure 4
- After Surgery 6
- Insurance and Billing 8-9
- Patient Rights and Responsibilities 10
- Advance Directives 11
- Questions to Ask Your Doctor 12
- Notes/Information About Your Surgery 13

Idaho Surgery Center is committed to providing quality surgical services in a convenient outpatient setting. As an affiliate of **United Surgical Partners International (USPI)**, Idaho Surgery Center is part of a growing network of health care facilities focusing exclusively on outpatient surgery.

We offer state-of-the-art surgical facilities, supported by a staff of highly qualified surgeons, anesthesiologists, and other physician specialists as well as experienced nurses and technicians who specialize in caring for surgical patients.

We are proud that many of the physicians who practice here have chosen to have ownership in this facility. Our physician partners play an active leadership role in fulfilling our commitment to you.

Our mission is to provide first-class surgical services for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families. The information in this booklet is intended to answer some of your questions and provide basic guidelines for your surgical procedure. Please read it carefully, and contact center staff or your doctor with any specific questions you may have.

We wish you well on your road to recovery.

What is Outpatient Surgery?

What is Outpatient Surgery?

Your surgical procedure will be done on an *outpatient* basis.

This means you'll arrive at the surgery center, undergo any necessary preparation for your procedure, undergo the procedure, go through the surgical recovery process, and return home on the same day.

Do I need any lab tests before the procedure?

Lab tests must be completed before you undergo certain procedures **or if you take certain medications**. Your doctor will discuss any necessary lab tests with you before your surgery.

Some tests may be scheduled a day or two before your surgery. A pre-admission assessment is also typically completed.

A nurse will call you a few days before the procedure to obtain your medical history and review pre-operative instructions. Please have a list of your medications available. Plan on approximately 10 minutes for the call.

Should I bring my insurance information with me?

Yes. Before your procedure, a representative of the center will contact you by phone to **verify your insurance information and inform you of any co-pays or financial portion you may owe on the day of your surgery**. This expedites your admission on the day of your procedure and is done for your convenience.

If you have not been contacted within two days of your procedure, please call the center to confirm your appointment and ask about any required pre-admission tests, information or procedures.

Please bring your insurance card and a form of identification, such as a driver's license, with you on the day of surgery for confirmation.

How Should You Prepare for the Procedure?

Use this checklist to help prepare for your surgery:

At any time before your procedure, notify your doctor immediately if:

- There is a possibility that you are pregnant.
- You experience any health changes, *even if the changes seem minor*, such as a fever, cough, rash or a cold.

Several days before the procedure:

- **ASK QUESTIONS!** Write down any questions you have about your procedure and discuss them with your doctor. There are no bad questions.
- Make sure your doctor is aware of any medications you are taking including prescription drugs, aspirin and other over-the-counter medications, herbal remedies and vitamins. Ask your doctor if you should stop taking any or all of these for a period of time before your surgery.
- Arrange in advance to have a family member or friend drive you home after your procedure. **WE ARE UNABLE TO LET YOU DRIVE YOURSELF HOME AFTER SURGERY AS IT IS UNSAFE.**
- If you work, arrange for enough time off to recover fully from your surgery. Ask your doctor when you will be able to resume driving, work and other normal daily activities. A period of recovery at home is common.

The day before the procedure:

- **DO NOT eat or drink anything after midnight or as instructed by your physician or the pre-operative nurse on the day before your surgery. This includes gum, water, breath mints, vitamins and tobacco products.**
- Ask your doctor for specific instructions, as additional guidelines may apply to your case.

The day of the procedure:

- DO bath or shower **with an antibacterial soap** on the day of your surgery to minimize the risk of infection.
- DO wear clean, loose, comfortable clothing and low-heeled shoes to the surgery center.
- DO bring any special toys or personal items that will provide comfort if you are bringing a child to the center for surgery.
- DO review any specific instructions provided by your doctor to ensure that you have complied with them.
- DO NOT consume alcohol prior to surgery. Ask your doctor when you need to discontinue consumption.
- DO NOT smoke prior to surgery. Ask your doctor when you need to discontinue smoking.
- DO NOT wear jewelry, valuables or piercings to the surgery center.
- DO NOT wear contact lenses into surgery.
- DO NOT wear makeup to the surgery center.
- **DO NOT wear nail polish or artificial nails if you are having surgery on an extremity.**
- **DO NOT EAT OR DRINK ANYTHING ON THE DAY OF YOUR SURGERY, including gum, water, breath mints, vitamins or tobacco products. Ask your doctor for specific instructions, as additional guidelines may apply in your case.**

Where can my family member or friend wait?

The family member or friend who accompanies you may wait in the waiting area or leave the center during your procedure. If the person accompanying you plans to leave the center:

- Ask them to leave a phone number where they may be reached
- Ask the center's staff **to let them know when you should be ready to leave the center.**
- **If the patient is a minor, a family member or guardian MUST stay at the center during the procedure.**

After Surgery

What happens after surgery?

After your procedure, you will be moved to a recovery area where you will be cared for until you are awake and comfortable. Once you are settled in the recovery room, your family member and/or friend may stay with you until you are discharged.

What happens when I return home?

Once home, you may experience one or more common side effects of surgery and anesthesia. These include drowsiness, muscle aches, a sore throat, headaches or dizziness. Ask your doctor about specific side effects you may experience and how long you should expect them to continue. **Call your doctor immediately if any of these side effects persists for longer than anticipated or is unusually severe.**

- Plan to have a family member or friend stay with you for the first 24 hours after surgery. Some of the medications given to you during surgery may affect your mental alertness and your ability to recall the post-operative instructions.

A nurse from the surgery center will call you within a day or two after your surgery to check on your recovery. **If you have any concerns prior to this call, please feel free to call the center at the number listed on the back of this pamphlet. If you have questions or concerns after business hours, please contact your physician's office.**

When can I resume normal activities?

Please wait at least 24 hours before you:

- Drive or use power equipment. **If you are taking pain medications, plan on assistance with driving until medication is discontinued.**
- Eat a heavy meal
- Consume alcoholic beverages
- Take medications not approved by your doctor
- Sign important papers or make important decisions
- Stay by yourself

Ask your doctor when you can resume other activities, such as returning to work, driving, housework, etc.

After the procedure, call your doctor immediately if:

- **You experience any health changes or have any concerns about your recovery such as uncontrolled pain or nausea; excessive bleeding; or fever over 101 degrees.**
- **You have questions about what you can and cannot do, when you can return to work, how active you can be, or any other issues related to the recovery process.**

Insurance and Billing

What is your financial policy?

- We will verify your insurance coverage prior to surgery. You must pay any estimated portion of the cost for which you are responsible under your plan on or before the day of surgery. This estimate is based on the procedure(s) your physician has scheduled and the type of insurance plan you have. Sometimes things change and additional or sometimes less procedures may be performed than was known when the surgeon scheduled your procedure. These changes can affect your final financial responsibility to Idaho Surgery Center, either more or less.
- We expect payment prior to your surgery. Payments include your co-pays, coinsurance and any deductible amounts that are due.
- The center will bill your procedure to your insurance company and to a second insurance provider, if applicable, as a courtesy. However, the balance due is your responsibility. We will request payment from you if for any reason your claim is denied or your insurance company needs information from you.
- If you are uninsured and/or paying cash for your procedure, you must make full payment on or before your admission date.
- We accept payment with major credit cards.

If you can't meet these conditions, the center will work with you to make other financial arrangements. The administrator or business office manager must approve these arrangements before your admission.

Because there are several healthcare practitioners who are providing a service to you, there will be separate bills generated from each of these providers; therefore you can plan to expect bills from multiple providers for one procedure at our Surgery Center.

- The bill you will receive from Idaho Surgery Center is the facility fee.
- You will also receive a bill from your physician and from your anesthesia provider. The anesthesia providers at Idaho Surgery Center are from Anesthesia Consultants of Idaho. They are a separate business from Idaho Surgery Center. Their billing office number is **1-866-284-5033** with business hours from 7:00 am to 3:00 pm, pacific time.
- Your Doctor's office will generate a bill as well. It is a separate business from Idaho Surgery Center.
- Additionally, in certain cases, you may receive a bill from a pathologist, laboratory company, or durable medical equipment company. They provide specialized testing or supplies that your surgeon may have ordered for your procedure.
- In the end, you are responsible for the charges associated with your procedure. If after surgery, we discover that you have overpaid us, we will issue you a refund.

We are always here to help you in any way if you have questions or any kind of financial concerns. Please call us at **208-453-8668** and ask for the billing department.

Patient Rights and Responsibilities

What are your rights and responsibilities?

Patient Rights:

- The patient is fully informed of all his/her rights and responsibilities.
- The patient has the right to appropriate and professional care relating to physician orders.
- The patient has the right of choice of care providers, or to change their primary or specialty physicians or dentist if others are available.
- The patient has the right to receive information necessary to give informed consent prior to the start of any procedure or treatment.
- The patient has the right to refuse treatment within the confines of the law and to be informed of the consequences of his/her actions.
- The patient has the right to data privacy and confidentiality, consistent with federal and state laws.
- The patient has the right to voice grievances and suggest changes in service or staff.
- The patient has the right to be fully informed of agency policies and charges for services.
- The patient has the right to information regarding the absence of malpractice insurance coverage.
- The patient has the right to present an advance directive or receive information regarding advance directives, as required by state or federal law and regulations. It is the policy of this facility *to not honor* an advance directive, as life saving measures are made in the event of an emergency. The advance directive is kept with your medical record in case you are transferred to another medical facility in the event of an emergency. Our contracted transfer facility will honor your advance directive.
- The patient has the right to care that reflects consideration of personal values and belief systems, and is allowed to express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical treatment.

Patient Responsibilities:

- The patient has the responsibility to observe prescribed rules of the Facility for their stay and treatment and, if instructions are not followed, forfeits the right to care at the Facility and is responsible for the outcome.
- The patient has the obligation to promptly fulfill the financial obligations to the Center.
- The patient has the responsibility for being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
- The patient and family are responsible for the respect of property of others and the center.
- The patient has the responsibility to report whether he / she clearly understands the course of treatment and what is expected of them.
- The patient has the responsibility for his /her actions should he / she refuse treatment or does not follow the physician's or Facility's instructions.
- The patient has the responsibility for keeping appointments and, when unable to do so for any reason, of notifying the physician and Facility.
- The patient and family have the responsibility to inform the physician and Facility personnel of changes in his / her medical condition which may affect the outcome of the procedure to be performed.

The patient – visitor has a right to file a grievance by contacting the Administrator of this Facility by calling 208-453-8668, and the Local, State and Federal agencies as listed:

Caldwell Health and Welfare Dept.
3402 Franklin Blvd.
Caldwell, ID 83605
208-454-0421

Idaho Dept. of Health & Welfare
450 W. State St.
Boise, ID 83720
208-334-6700

US Dept. of Health & Welfare
200 Independence Ave., S.W.
Washington, D.C. 20201
1-877-686-6775

Office of the Medicare Beneficiary Ombudsman Website: www.medicare.gov/Ombudsman/resources.asp

Advance Directives

What is your policy on Advance Directives?

The policy of the Center is to respond to each patient's Advance Directive as required under The Patient Self-Determination Act of the Omnibus Budget Reconciliation Act of 1990. Advance Directives encourage the communication among patients, families, physicians, and professional care givers and is the legislative response to the concern of many people that their wishes regarding medical treatment and healthcare decisions at the end of life to be followed.

All patients have the right to participate in their own health care decisions and to make advance directives or to execute powers of attorney that authorize others to make decisions in their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. This surgery center respects and upholds those rights.

However, unlike in an acute care hospital setting, the surgery center does not routinely perform "high risk" procedures. Most procedures performed in this facility are considered to be of minimal risk. Of course, no surgery is without risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery and care after your surgery.

Therefore, it is our policy, *regardless* of the contents of any advance directive or instructions from a health care surrogate or attorney in fact, that if an adverse event occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive or health care power of attorney.

- **Please bring a copy of your advance directive on the day of surgery, if available.**

The following agency provides information and services regarding Advance Directives:

Office of Attorney General
700 W. State Street
P.O. Box 83720
Boise, ID 83720-0010
Phone (208) 334-2400

(Official State Advance Directive forms are available at the facility, if requested.)

Questions to Ask Your Doctor

If you have questions or concerns about your procedure or pre-and post-surgical care, write them down and discuss them with your doctor at your next appointment. Here are some typical questions:

- *What do I need to do to prepare for the procedure?*
- *Do I need to stop taking any prescription or over-the-counter medications or herbal remedies I routinely take? If so, when and for how long?*
- *Do I need any special lab work prior to my procedure? If so, when do I need to get it?*
- *When can I resume normal daily activities, including driving?*
- *Will I need to take any medications after surgery?*
- *Should I avoid any medications I regularly take following surgery. If so, for how long?*
- *When should I schedule my follow-up visit?*

You may have other questions unique to your situation. Write them down so you are sure to ask them.

Notes/Questions:

INFORMATION ABOUT YOUR SURGERY

DATE OF SURGERY: _____

TIME OF SURGERY: _____

ARRIVAL TIME: _____

(Note: Times are subject to change. Our office will call and notify you of any changes.)