

Dear Patient,

Surgery was discussed during your visit today with Dr. Parsa. We understand that this can be an overwhelming and confusing time for some people. We have compiled this packet of information to help make this a seamless process and to answer any questions that you may have. Please read the information and keep it on hand, as it contains important phone numbers and details regarding your upcoming surgery. We are always happy to answer any questions you may have so please feel free to contact us at any time.

PRE OPERATIVE INSTRUCTIONS

Any dietary/herbal supplements, blood thinners and NSAIDS should be stopped (7 to 10 days) prior to surgery. Consult your primary physician about stopping any of these medicines that have been prescribed for another medical condition.

Any co-insurance or deductibles owed must be paid prior to your surgery. ***Failure to do so will result in the cancellation or rescheduling of your surgery.*** A billing representative will be contacting you to facilitate payment.

You will not be driving home after your surgery. It is required by the hospital, surgery center, and Dr. Parsa that you have a companion who can drive you home and someone who can stay with you the night of your surgery.

DISCHARGE AND POST OPERATIVE ORDERS

You will return to see Dr. Parsa following surgery. If you have not already been given a post operative appointment please call our office ASAP to schedule one. Your post op appointment is to be determined by Dr. Parsa.

Driving: You can begin driving once you are completely off pain medications and once you have been given the OK by the physician. We recommend you start in a parking lot to make sure you are able to have complete control of the vehicle before driving on the street.

Bathing: The surgical incision should be kept dry until your follow-up appointment in approximately 2 weeks. You may sponge bathe, use water proof band-aids, or place a sealed plastic bag over the extremity to keep the surgical site dry.

Physical Therapy: a prescription for physical therapy and a therapy protocol will be given to you after surgery unless discussed otherwise. You are responsible to call and make your appointment with physical therapy to start as indicated on the post surgical instruction sheet given to you.

(You are responsible for taking your physical therapy prescription to your first appointment)

Dressings: Your dressings create a sterile field over your incision(s). You will be instructed on how and when to change the dressings before you are discharged home.

Pain Medication: You will be given a prescription for pain medications and any other medications that are indicated by Dr. Parsa.

INSURANCE QUESTIONS

As a courtesy to our patients, we will contact your insurance company regarding your upcoming surgery to see if prior authorization is required. In order to do this, we need your correct and current information.

Should there be any questions or problems concerning your insurance, our office will contact you.

Insurance carriers often have different requirements for different policies. We recommend that you contact your carrier since they may need additional information from you. They should be able to inform you of the following information, which you may find helpful.

1. Verification of your benefits for surgery (80%, 90%, 100% etc.)
2. Surgical copayment
3. Deductible (the amount and if any of the amount has been met for your current year)
4. Answer any questions you may have regarding the payment of your upcoming surgery.

Please note that you will be billed separately for the following services (if they apply to you and your surgery): Dr. Parsa, the assistant surgeon, the facility, the anesthesiologist, laboratory, physical therapy, and home health care.

You are responsible for understanding your insurance policy. It is a contract between you and your insurance company. We are not responsible for lack of coverage or failure to pay by your insurance company. You are expected to pay your bill regardless of the insurance company's coverage.

TO FAMILIES & FRIENDS

WHAT CAN YOU EXPECT TODAY???

- Upon arrival the patient will check in at the front desk and complete paperwork (for minors, parents or guardian will need to complete paperwork). After completed, please return the paperwork to the front desk staff.
- Patient will be called to the admitting area by a member of the Pre/Post Op staff. The patient will be changing and getting ready for surgery. All family and friends will stay in the waiting room during this time. (If patient is a minor then ONE parent or guardian will accompany the child).
- Once the patient has been prepped for surgery the nurse will return and allow one family member and/or friend to come back and sit with the patient. Space is very limited, so we only allow one visitor per patient – but we will be happy to try to allow everyone a turn 🖥️
- NOW THE HARD PART ---- **WAITING** Family and friends are encouraged to **stay in the waiting room** lobby or at least close by. If you need to step out, please let the front desk staff know and make sure they have a cell phone number where you can be reached.
- Once the surgery is complete the surgeon or their assistant will come out to the waiting room to speak with you or you may be asked by the nurse to come to the conference area so the surgeon can speak with you (Exceptions are cataract & pain patients). (Please remember – the length of time for surgery is **estimated** and may be longer than originally scheduled)
- While you are speaking with the surgeon the patient is usually still in the operating room and will be moved to recovery soon thereafter.
- As soon as the recovery room nursing staff has the patient settled in recovery, they will call the front desk with an update. The front desk staff will let appropriate family and friends know as soon as they have received word. In order to respect patient privacy and comfort, family and friends are not always permitted in the recovery area. However, the recovery nurses will update the front desk staff periodically as needed. Please remember that people react differently to anesthesia and some wake up faster than others.
- When the patient is ready for discharge, the recovery room nurse will once again call the front desk. At this time the friends and/or family will drive around to patient pick-up area, go inside and be given discharge instructions.
 - Patient Pick-up is located on the opposite side of the building from the waiting room. From the parking lot, there is a blue line painted on the pavement that you will follow around to the other side of the building. Park in 'patient pick-up' or 'handicap' parking space.
- ***WE APPRECIATE AND THANK YOU FOR CHOOSING DR. RONNA PARSA!
HAVE A SAFE TRIP HOME!***

WHAT YOU NEED TO KNOW BEFORE YOUR SURGERY

Billing for Services / Insurance

You will receive a **SEPARATE BILL** from each of the following:

YOUR SURGEON

- Please contact your surgeon's office regarding questions about his/her bill.

SURGERY CENTER FACILITY

- The PATIENT (or parent/guardian) is responsible for checking to make sure the hospital/ surgery center is in network with your insurance plan.
- Note: Your surgeon may be in network but please verify that the SURGERY CENTER FACILITY is also in network.
- Call the customer service number located on the back of your insurance card.

ANESTHESIA

- You must also verify that Anesthesia (for your anesthesiologist's services) is in network.

OTHER SERVICES

- Lab, x-ray, etc. will also be billed separately.

Know your Insurance Plan:

- Do you need a referral or authorization?
- What is your deductible responsibility / how much have you met?
- What is your co-pay responsibility?
- What is your co-insurance responsibility?
- Is your procedure covered in an Ambulatory Surgery Center?

Your Insurance Company's Customer Service can answer these questions for you!

DAY OF SURGERY

- Bring your insurance card(s) and photo ID.
- You will be asked to complete paperwork for the FACILITY.

***We realize you have a choice
and appreciate you choosing Dr. Parsa for your surgery!***

NO SHOW/CANCELLATION POLICY

We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment you provide more than 24 hours notice. This will enable for another person who is waiting for an appointment to be scheduled in that appointment slot. With cancellations made less than 24 hours notice, we are unable to offer that slot to other people.

Procedure cancellations require two weeks from the date of surgery advance notice. Cancellations without notification they may be subject to a **\$500.00** cancellation fee.

Patients who do not show up for their appointment without a call to cancel an office appointment or procedure appointment will be considered as **NO SHOW**. Patients who No-Show two (2) or more times in a 12 month period, may be dismissed from the practice thus they will be denied any future appointments. Patients may also be subject **\$500.00** procedure No Show fee.

The Cancellation and No Show fees are the sole responsibility of the patient and must be paid in full before the patient's next appointment.

We understand that Special, unavoidable circumstances may cause you to cancel within 24 hours. Fees in this instance may be waived but only with management approval.

Our practice firmly believes that good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no show fees should be directed to our office (310-372-4646)

Please sign that you have read, understand and agree to this Cancellation and No show Policy.

Patient Name (Please Print)

Date of birth _____

Signature of Patient or Patient Representative

Date