

PREPARING FOR SURGERY

We understand that preparing for surgery can be stressful. Our office staff strives to ease the anxiety by helping with scheduling, insurance benefit verification, surgery approvals and unanswering pre-surgical and post-surgical questions without delay.

Surgical coordinator will assist you with scheduling your surgical procedure according to your surgeon's schedule, Surgical Center/Hospital availability, and your personal preference. We strive to accommodate all scheduling requests, however, your understanding is appreciated if we are unable to meet your particular request. Your surgeon, and our professional nursing staff, will review preparation instructions for your scheduled procedure or surgery. Your doctor will also inform you if any pre-admission testing or pre-operative medical clearance is required prior to your scheduled procedure. Tests, such as EKG, blood work, x-rays, or other tests that are required prior to undergoing surgical procedures, in order to provide the best possible care for you. The request letter will be faxed to your primary care physician, but it is your responsibility to have these tests completed at least three, but not more than thirty, days prior to your scheduled surgery.

The nursing staff at Surgical Center or hospital will contact you to conduct a personal pre-operative health assessment, review your medical history, and review preparation instructions for your procedure. Our billing staff will inform you of any co-insurance or deductibles due at the time of service. Your arrival time is usually confirmed within one business day before surgery. Our experienced, professional staff strives to provide you with a comforting and safe environment. It is our pleasure to address any and all questions or concerns you may have regarding your scheduled procedure. Do not hesitate to call us.

THE DAY BEFORE THE SURGERY

Colonoscopy patients: Please do not eat any solid foods or dairy products on the day before your test. Drink clear liquids only, such as water, chicken broth, apple juice, black coffee, black tea, yellow or green jello, or popsicles. Please avoid any drinks, jello or popsicles that are red or purple in color. **Follow instructions for the preparation and medication that were given by your doctors office.**

Surgical patients: Please take a shower with anti-bacterial soap, as instructed. Nothing per mouth after midnight. Follow instructions for the preparation and medication that were given by your doctors office.

DAY OF YOUR SURGERY

If you are having IV sedation or general anesthesia, you should not have any solid food, gum or candy, or anything to drink, unless otherwise instructed by our staff, on the day of your procedure. Doing so may result in the cancellation of your procedure.

It is very important that you follow the pre-operative instructions. Pre-operative nurses may instruct you to take some morning medications, please do so with a small sip of water. You need to have a responsible adult accompany you home after receiving IV sedation or general anesthesia. You will not be permitted to drive after receiving IV or general anesthesia.

Please wear comfortable clothing and shoes on the day of your procedure, as you will be asked to change into a patient gown when you are admitted to the facility for your procedure.

BRING THE FOLLOWING WITH YOU THE DAY OF SURGERY:

Complete List of Medications

Photo ID

Insurance Card(s)

Any Required Co-Insurance or Deductible

AFTER THE SURGERY

Upon discharge, you will be provided with verbal, as well as written, instructions for your care after discharge. A nurse will call to check in with you after your procedure, and answer any questions or concerns you may have. Please call your surgeon's office directly at the phone number provided on your discharge paperwork with any concerns.

We encourage you to complete one of our patient satisfaction surveys. Your feedback is very important to us.

WHAT BILLS YOU SHOULD EXPECT?

We encourage you to contact your insurance company directly to ensure coverage. Our billing coordinator is available to answer any of your questions. Payment for services rendered, including all co-payments and deductible payments, is expected in full on the day of your procedure, if not already paid in advance.

Payments accepted are: cash, cashier's checks, Visa/MasterCard, Discover, and CareCredit. Unfortunately, we are not set up to accept personal checks.

CANCELLATION / NO SHOW

We understand that there are times when you must miss your scheduled appointment due to emergency or other unforeseen events. In such cases, please notify the office immediately. When you do not cancel an appointment in a timely manner, you prevent another patient from getting needed treatment from our team of surgeons. Be sure to notify our office as soon as possible if you must reschedule your procedure. Please be advised that you will be charged \$250.00 for any cancellation of a procedure with less than 24 hours notice, and this fee is not covered by insurance. Your cooperation with our cancellation policy is greatly appreciated.