

# THE CENTER FOR OUTPATIENT MEDICINE, LLC.(TCOM)

You will be having the following type of Anesthesia for your surgery:

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Local Anesthesia                | <input type="checkbox"/> IV Block    |
| <input type="checkbox"/> General Anesthesia              | <input type="checkbox"/> Nerve Block |
| <input type="checkbox"/> MAC – Monitored Anesthesia Care | <input type="checkbox"/> Other       |

## **REGISTRATION**

Each patient of TCOM will receive a patient information packet. This packet will be given to you by your doctor's office or from TCOM directly. Each patient is responsible for filling out:

- Registration Form
- Patient Preanesthesia / Surgery Questionnaire (pink sheet).

There is a business reply envelope included to mail back the information. Please return these forms *as soon as possible*. If convenient, you may fax the above forms to (309) 663-8972. Once TCOM receives your paperwork, we can register you and determine if you need pretesting (for example, blood work, EKG, and/or an appointment with an anesthesiologist) prior to your surgery date.

**► Call TCOM at (309) 662-6120 ext. 242 or (800) 466-8275 ext. 242 between 2pm and 4pm the day before surgery. If surgery is on a Monday, call the Friday before. The SurgiCenter is closed on weekends and holidays.**

**When you call for your surgery time, we will review the following:**

- **Time of your surgery** (*The time of your surgery is an estimate of what time your surgeon will be ready to begin your surgery. Unfortunately, this is sometimes unpredictable, so TCOM will do it's best to keep your surgery on schedule*),
- **Time you should arrive at TCOM** (*please be advised that the time you should arrive at TCOM is different than the time of your surgery. Each patient needs to be at TCOM at least one hour before the scheduled surgery. This allows the staff to prepare you for surgery*),
- **Which medications to take the morning of surgery with a sip of water**
- **Restrictions with eating and drinking**
- **Instructions on BroMenn Comfort and Care Suites, if applicable.**
- **Further instructions, if applicable.**

**If you are receiving sedation, you will need a responsible adult (age 18 or older) to drive you home and stay with you for 24 hours after surgery. We highly recommend that your responsible adult remain at TCOM during your procedure.**

- *At The Center for Outpatient Medicine we are dedicated to providing the highest quality of care. Your comfort, well-being and return to normal activity are our primary concerns*
- *All patients having surgery at The Center for Outpatient Medicine will receive a post-operative follow-up call from a nurse and a patient satisfaction survey several days after their surgery.*
- *We welcome your comments. These comments assist us in providing you the highest quality surgical care available at the lowest possible cost.*

## **FINANCIAL POLICY**

On the day of surgery, TCOM will need to take a copy of your insurance card if we have not already done so. The financial policy is:

- The full balance is due in ninety days from the date of surgery.
- You will receive several different bills from your surgery. You may receive bills from the following places:
  - Physician office (from your surgeon)
  - Facility
    - The Center for Outpatient Medicine (outpatient procedure) or
    - BroMenn Healthcare – for overnight stay at BroMenn Comfort and Care Suites, a recovery care center within The Center for Outpatient Medicine
  - Anesthesia (Empire Anesthesia)
  - Surgical Assistant (Surgeon’s office or YEHSS LLC)
  - Pathology (if your surgery requires pathology, depending on where your surgeon prefers your specimen to go, you will receive the following:
    - If sent to LabCorp – one bill from LabCorp
    - If sent to BroMenn – one bill from BroMenn (technical fee) and another from Prairie Pathology (reading)
    - If sent to Methodist – one bill from Methodist (technical fee) and another from the pathologist (reading)
    - If sent to OSF – one bill from OSF (technical fee) and another from pathologist (reading)
- For an estimate of your surgical charges please call the business office.
- TCOM will charge full price for each procedure done during your surgery. The insurance industry realizes that each procedure is billed in full and will take the appropriate discount on the second, third, etc. procedures. If you have any questions on multiple procedures please call TCOM with questions.
- Elective procedures covered by workmen’s compensation must be approved by the payor before surgery can be scheduled. This approval is the patient’s responsibility. TCOM requires a copy of your group medical insurance even if we are billing your “worker’s comp” carrier.
- Elective procedures, which are “self-pay”, must be paid in full by certified check, money order, credit card or cash at least two days before surgery.
- Elective procedures involving a liability claim will be expected to be paid within 90 days from the date of service.

## **PRE – OPERATIVE TESTING**

It is a possibility that pre-operative testing will be required on patients having general anesthesia, monitored anesthesia care (MAC) and regional anesthesia such as ankle block, IV block, or axillary block. The anesthesiologist may require pre-operative testing on any patient for medical reasons. Blood test, EKG and a chest x-ray may be required before surgery. If pre-operative testing is necessary, someone will call you to set up an appointment. Please allow half an hour for the pre-operative testing appointment. Pre-operative instructions for your surgery will be given at the same appointment.

If no pre-operative testing is required you may call TCOM between 2 p.m. and 4 p.m. the day before the surgery to receive pre-operative instructions and the time of your surgery. TCOM telephone number is (309) 662-6120.

### **PRE-OPERATIVE INSTRUCTIONS**

#### ***LOCAL ANESTHESIA OR DIGITAL BLOCK***

- If you are not receiving sedation, you may eat a light breakfast or lunch
- If you develop a cold, flu, fever, or have any cuts, sores or abrasions at operative site please notify TCOM nursing staff immediately upon arrival

#### ***MAC – MONITORED ANESTHESIA CARE, IV BLOCK, NERVE BLOCK AND/OR GENERAL ANESTHESIA***

- Arrive 1 hour before surgery.
- Same day surgery patients must have someone to drive them home. You must also have a responsible person to stay with you the rest of the day of surgery and also during the night. You should not drive a car for 24 hours following your surgery. It is not acceptable to take a taxi home.
- If you have children, please make arrangements for their care. A health care facility is not an appropriate place for children.
- A waiting area is provided for the family member or friend accompanying you. Two persons may wait with you prior to your surgery and during the post-operative time. A child having surgery may have both parents with him/her during this time.
- You will be instructed on diet and drinking restrictions when you call for your surgery time.
- Do not take your morning medication unless your surgeon or anesthesiologist has instructed you to do so. In that case, take them with sips of water only. It is important to follow these instructions or your case could be cancelled.
- If you develop a cold, flu, fever, or have any cuts, sores or abrasions at operative site please notify TCOM nursing staff immediately.
- Remove all nail polish from fingers and toes.
- You should wear glasses instead of contacts.
- Do not drink any alcoholic beverages for 24 hours before or after your surgery.
- You should wear comfortable clothes, something easy to get on and off your operative area. Do not bring money or jewelry. Do not wear make-up, particularly mascara, the morning of your surgery. You should shower or bathe the evening before or the morning of surgery with an antibacterial soap (for example, dial or safeguard). You may bring

loose fitting shorts to wear under the patient gown if appropriate, provided they have no metal (buttons or zippers).

- Please re-read these instructions prior to the day of your surgery.
- Please understand that if you do not follow the instructions or if your physical condition changes, your surgery may be cancelled. Also understand that if you are sick (fever, cold, flu, or infection) the day before or the morning of surgery, you are to call TCOM nursing staff at (309) 662-6120 ext. 242.

### ***NERVE BLOCKS***

- *If you are having specific orthopedic or podiatric procedures your surgeon may order a nerve block before or after you surgery to limit pain in the post operative period. While it may not be 100% effective it can greatly lessen post operative pain.*
- *Your anesthesiologist will use a nerve stimulator to locate the appropriate nerve and will then inject numbing medicine. You will have light sedation during the block procedure. Your surgeon and/or anesthesiologist will explain this again in more detail on the day of your surgery. Your surgeon, anesthesiologist, and TCOM staff will be available to answer any questions.*

### **POST – OPERATIVE INSTRUCTIONS FOR SAME DAY PROCEDURES**

- Upon discharge specific discharge instructions will be given to you. Please follow or call with questions.

Following anesthesia, you are considered under the influence of drugs for 24 hours.

- DO NOT drive, operate machinery, drink alcohol or make any important decisions during this time.
- If you have a regional block, it will take several hours for your limb to feel normal sensations. Protect your extremity during that time and use safety measures when at home.
- Drink plenty of fluids and progress slowly to your regular diet.
- Take all pain medication with some food to prevent upset stomach.
- Rest at home under supervision of an adult, limiting your activity to what is comfortable for 24 hours.

### **POST OPERATIVE INSTRUCTIONS FOR POST RECOVERY CARE PATIENTS (PATIENT WHO SPENT THE NIGHT AT BROMENN COMFORT AND CARE SUITES):**

- Upon discharge specific discharge instructions will be given to you. Please follow or call with questions.

### **ALL PATIENTS**

#### ***DRESSING / INCISION CARE***

- Post-Op (written and verbal) Instructions will be provided and explained specific to your physician's orders.

**Pain control will be discussed. If a prescription is ordered per your physician, it will be called in to the pharmacy of your choice.**

***WHERE TO CALL WITH QUESTIONS AFTER SURGERY***

First call your doctor. If unable to reach your doctor then call one of the following:

**If you had outpatient surgery and were discharged home:** Call the SurgiCenter at (309) 662-6120, open 7:00 a.m. to 5:00 pm , Monday through Friday. At night and on weekends, phone your physician's office to talk to their answering service. You will have received this number upon discharge from the SurgiCenter.

**If you had surgery and were discharged from the overnight Recovery Care Center (BroMenn Comfort and Care Suites):** Call the Recovery Care Center at 309-662-6120 ext. 401, open twenty four hours a day/seven days a week UNLESS THE FACILITY HAS NO PATIENTS. IN THIS CASE YOUR CALL WILL BE FORWARDED TO THE SURGICENTER WHERE SOMEONE WILL ASSIST YOU.

*All* patients and their families are responsible for behavior that shows respect and consideration for the organization's staff and their property, as well as other patients and their property.

*All* patients and families are responsible for being considerate of the organization's property.

*All* patients are responsible for following the organization's rules and regulations.

*All* patients are responsible for assuring that the financial obligations for health care rendered are repaid in a timely manner.

*All* patients are responsible for understanding the consequences of treatment alternatives and not following the proposed course.

*All* patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or their health care team member.

*All* patients have the responsibility to provide the facility with an accurate past and present medical history about present complaints, past illnesses, hospitalizations, surgeries, existence of advance directives, medications and other pertinent data.

*All* patients must report perceived risks in their care and unexpected changes in their condition.

*All* patients are responsible for expressing any concerns about their ability to follow and comply with the proposed care plan or course of care, treatment, and services.

*All* patients have the responsibility to follow the recommended plan of treatment as given to him/her by the physician at the facility or other personnel authorized by the facility to so instruct patients.

*All* patients are responsible for asking questions when they do not understand their care, treatment, and service or what they are expected to do.

*All* patients are responsible for keeping their appointment for surgery. If they anticipate a delay or must cancel surgery, please notify the facility as soon as possible.

*All* patients are responsible for carrying out their pre-operative orders as supplied by the facility.

*All* patients are responsible for the disposition of their valuables as the facility does not assume this responsibility.

*All* patients are responsible for asking their doctor or nurse what to expect regarding pain and pain management.

*All* patients are responsible for discussing pain relief options with their providers and nurses.

*All* patients are responsible for working with their provider and nurse to develop a pain management plan.

*All* patients are responsible for asking for pain relief when pain first begins.

*All* patients are responsible for helping their provider and nurse assess their pain.

*All* patients are responsible for telling their provider or nurse if their pain is not relieved.

*All* patients are responsible for telling their provider or nurse about any concerns they have about taking pain medication.

*MAP*