

A Patient's Guide to Outpatient Surgery



StDavid's NORTH AUSTIN SURGERY CENTER

A FACILITY OF ST. DAVID'S HEALTHCARE SYSTEM
AN AAAHC ACCREDITED FACILITY

12201 RENFERT WAY, SUITE 120 • AUSTIN, TX 78758
(512) 832-9088

Your physician has scheduled your upcoming surgery at our facility.

North Austin Surgery Center is a freestanding ambulatory surgery center offering a broad range of outpatient surgical procedures, giving the patient a high quality alternative to inpatient hospitalization. Our comfortable outpatient setting enables you to return home on the same day to recuperate in familiar surroundings.

This booklet is designed to help you prepare for your surgery. If you have questions, please call us at (512) 832-9088, or visit us on the web at www.northaustinsurgerycenter.com.

This facility has physician partners. Disclosure can be obtained online or upon request.

PLEASE FOLLOW THESE INSTRUCTIONS

IMPORTANT

- ❖ **Do not eat or drink anything after midnight** including water, gum, breath mints, or candy. If surgery is after 2 pm, you may have clear liquids until 6 am the day of surgery.
- ❖ For **colonoscopy patients**, follow the doctor's instructions for your prep the day before your procedure.
- ❖ **Take any critical medications for blood pressure, thyroid, or seizure** the morning of the procedure with a small sip of water unless your doctor has instructed you not to.
- ❖ **DIABETICS:** Do not take any diabetic medications the morning of the procedure.
- ❖ **DIURETICS:** If you are on a diuretic, water pill or seeing a cardiologist for any reason, please call 512-873-4522 for further instructions.

You will need a competent adult over 18 to drive you home. We cannot send you home by yourself in a taxi. A competent adult over 18 needs to stay with you overnight after your procedure.

Other Instructions: _____

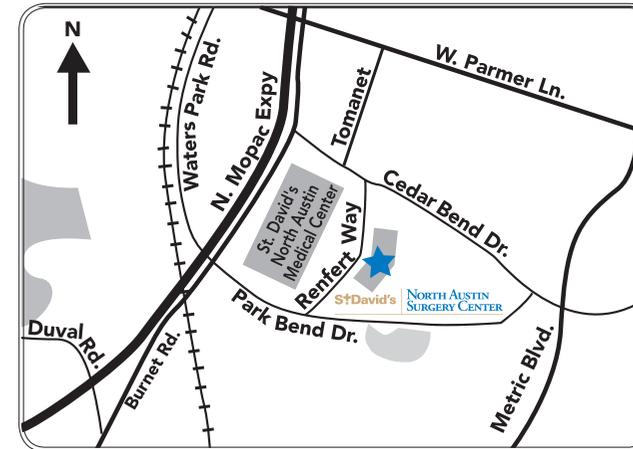
Your appointment at North Austin Surgery Center is on:

_____ (Day of the week)

_____ Date _____ Time

DIRECTIONS

North Austin Surgery Center is located on the first level of the Medical Oaks Pavilion at 12201 Renfert Way, Suite 120. Free, easily accessible parking is located all around the surgery center.



StDavid's NORTH AUSTIN SURGERY CENTER

12201 Renfert Way, Suite 120
Austin, Texas 78758

Tel 512.832.9088 ❖ Fax 512.833.6137

www.northaustinsurgerycenter.com

For your convenience, our facility is a

Your feedback is important to us. Please check your email for a link to our online survey.

ONLINE PRE-SURGICAL HISTORY INSTRUCTIONS

To start the pre-surgical assessment process, North Austin Surgery Center requests that you fill out your medical history online with One Medical Passport.

We recommend that 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.

To begin your online Pre-Surgical Assessment:

- 1) Go to our website:
www.northaustinsurgerycenter.com
- 2) Select "Online Registration" on the Home page
- 3) Select "North Austin Surgery Center" under Choose A Location
- 4) Accept the Terms of Use and click "Register"
- 5) Complete the registration and medical history screens, click Finish to submit your Medical Passport to the medical facility

Be sure to have the following information available before starting your Medical Passport:

- Your health insurance information.
- Physicians' names, addresses and phone numbers
- A list of all medications you are taking, their dosage and frequency.
- A list of surgical procedures you have ever had and their approximate dates.

Note: If you are unable to complete your history online, please call our Pre-Op Nurse between 8:00am and 4:30pm at 512-873-4522 as soon as possible to complete your health history. You will still need to have the above information available when you call. Please allow 20-30 minutes for this call.

www.northaustinsurgerycenter.com
or
www.onemedicalpassport.com

To hasten your recovery we recommend that you rest comfortably as soon as you get home. Patients typically feel sleepy most of the day. You may begin your regular diet and resume normal activity when you and your doctor determine you are ready. Within a few days after your procedure a nurse from the center will call to find out how you are doing.

If you have questions or concerns please feel free to call (512) 832-9088 from 6 a.m. to 5 p.m., Monday through Friday. **If you feel your condition is an emergency contact your doctor immediately, call 911, or go to the nearest emergency room.**

SURGERY FEES

The Business Office will contact you prior to your procedure to verify your insurance information and discuss your financial responsibility. Your estimated financial responsibility is due at time of service. You may pre-pay online by visiting <https://www.myzpay.com/NASC>. The surgery center accepts most major commercial insurance plans as well as Medicare. We will need a copy of your driver's license and insurance card to properly file your insurance claim. Please check with your insurance carrier prior to your procedure for any pre-certification, referral, exclusions, or clinical policy guidelines/requirements. The surgery center bills your insurance as a courtesy. Any balance due after your claim is finalized is patient responsibility. The surgery center accepts cash, checks, and credit cards. Checks may be processed electronically.

If you have any questions regarding your insurance or statement please contact the Business Office at 512-832-9088, option 3.

The Surgery Center charges a facility fee for each surgical procedure performed by your surgeon, which includes cost of nursing staff, medications, supplies, use of the operating and recovery rooms, specialized operating room monitoring equipment and use of the admitting and discharge rooms.

You will receive a **separate** bill from your surgeon, your anesthesiologist (if required) and any other professional services such as radiology, pathology or lab work.

Fees are estimated based on the procedures scheduled and may change based on actual procedures performed.

Implants may be required to complete your procedure. Although we do our best to accurately estimate implant costs prior to surgery, **the exact implant costs cannot be determined until after the procedure has been performed.**

PATIENT'S RIGHTS & RESPONSIBILITIES

The staff and personnel of the this Surgery Center recognize the basic human rights of patients. Efforts are directed to providing care commensurate with those basic human rights. Patients are treated with respect, consideration, and dignity. Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. Patients are provided appropriate privacy of any information or treatment concerning his/her own medical care. Patient disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

Patients have the right to:

- ❖ know the person or persons responsible for coordinating his/her care.
- ❖ receive from his/her physician enough information so that he/she may understand the procedure or treatment being received in order to sign the informed consent.
- ❖ be informed of any persons other than routine personnel that would be observing or participating in his/her treatment.
- ❖ refuse treatment and to be informed of the consequences of his/her actions.
- ❖ know if any research will be done during his/her treatment and have the right to refuse.
- ❖ expect quality care and service from the facility.
- ❖ be informed of mechanism by which he/she will have continuing health care following discharge from this surgery center.
- ❖ examine and receive an explanation of his/her bill regardless of source of payment.
- ❖ know in advance the expected estimated amount of his/her bill.
- ❖ know what the Surgery Center rules and regulations apply to his/her conduct and responsibilities as a patient.
- ❖ know methods for expressing grievances and suggestions to the Surgery Center.

- ❖ information concerning the institution to which he/she may have to be transferred. The institution to which the patient is being transferred must give approval prior to transfer.
- ❖ be assured that marketing or advertising regarding the competence and capabilities of this facility and its organization is not misleading to patients.
- ❖ change primary or specialty physicians if other qualified physicians are available.
- ❖ have an advanced directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the facility will honor the intent of that directive to the extent permitted by law and facility policy.
- ❖ disclosure regarding physician financial interest or ownership in the ASC.

It is the patient's responsibility to:

- ❖ read and understand all permits and/or consents before he/she signs. If the patient does not understand, it is the patient's responsibility to ask the nurse or physician for clarification.
- ❖ answer all medical questions truthfully to the best of his/her knowledge.
- ❖ read carefully and follow the pre-operative instructions received from his/her physician and/or the Surgery Center and notify the Center if he/she has not followed pre-operative instructions.
- ❖ arrange for a competent adult over 18 to provide transportation to and from this Surgery Center, and remain with the patient for period of at least 24 hours after surgery, or as directed and appropriate with the medications and/or anesthetics he/she will be receiving.
- ❖ read carefully and follow the post-operative instructions he/she receives from the physician(s) and/or nurses. This includes post-operative appointments.
- ❖ contact his/her physician if he/she has any complications.
- ❖ be respectful of all the healthcare providers and staff, as well as other patients.
- ❖ assure all payments for service rendered are in a timely basis and ultimate responsibility is his/hers, regardless of whatever insurance coverage he/she may have.
- ❖ notify the Administrator, Director of Clinical Services, Director of Business Services or their designee at the Surgery Center if he/she feels any rights have been violated,

has a significant complaint or a suggestion to improve services or quality of care. This can be accomplished by filling out our online survey or by direct contact.

Any complaints may be directed to the Administrator of this Surgery Center by calling the phone number on the front of this brochure. If this venue does not provide you with an acceptable resolution, the Texas Department of Health is the responsible agency for ambulatory surgical center complaint investigations. Any complaints may be submitted to: Director, Texas Department of Health, Health Facility Compliance Division, 1100 West 49th Street, Austin, Texas 78756, 1-888-973-0022. Medicare Ombudsman contact: 1-800-MEDICARE; www.cms.hhs.gov/center/obudsman.asp

PREPARING FOR SURGERY

Our pre-admission nurse will call you one to two days before your surgery date to complete a clinical assessment, provide pre-operative instructions, discuss your patient rights and give you your arrival time on the day of surgery.



If the Patient is a Child:

- ❖ **One or both parents** (or guardians) must remain in the center while the child is at our facility.
- ❖ A parent (or guardian) must sign permits for surgery if the child is under the age of 18 and **must** bring written proof of

guardianship on the day of surgery to avoid your procedure being delayed.

Please be sure to talk to your doctor about any daily medications you are currently taking, especially for heart, diabetes or blood pressure problems. Be sure to mention any over-the-counter drugs such as aspirin, Tylenol, Advil, Motrin, Nuprin, Aleve, any herbal supplements or blood thinning medication. Your doctor will give you instructions about taking any medications prior to surgery.

The Night Before Surgery:

For your safety please do not eat or drink anything after 12:00 midnight (including water) the night before your surgery. This includes hard candy, gum or prescription medications, unless ordered by your doctor. In this case, take medications with only a small sip of water. You may brush your teeth and rinse out your mouth.

If you are scheduled for surgery after 2:00 pm you may have clear liquids until 6:00 am the day of surgery.

Please contact your doctor immediately if you suspect that you are pregnant, you experience any change in your health such as a cough, fever or a cold or if you cannot keep your scheduled appointment for surgery.

The Day of Surgery Checklist:

- ❑ You must have a competent adult over 18 present to accompany you home after surgery or your surgery will be cancelled. **NO EXCEPTIONS.**
- ❑ Please leave valuables, jewelry and watches at home.
- ❑ Please bring your estimated financial responsibility as payment is due at time of service. See Surgery Fees section for additional information. You may pre-pay online by visiting <https://www.myzpay.com/NASC>.
- ❑ Please bring your insurance card and driver's license or state issued identification so we may properly bill your insurance carrier.
- ❑ Wear comfortable, loose fitting clothing.
- ❑ Please do not wear contact lenses or make-up.
- ❑ If your child is scheduled for surgery, we encourage you to bring his or her favorite toy or blanket.
- ❑ If the patient is over 18 and unable to read, comprehend, and sign legal documents, please bring a copy of the POA (Power of Attorney) or Healthcare Proxy.
- ❑ Complete online registration www.onemedicalpassport.com

Please plan to arrive promptly at the scheduled time you were given by our pre-admissions nurse. Upon arrival, please sign in at the front desk. Our Admissions Representative will verify and process all your necessary paperwork and finish your registration. Once completed, our staff will escort you to the pre-op area so you may prepare for surgery. In the pre-op area, you will be asked to put on a special gown, cap and slippers. Your clothing and other personal belongings will be put in a bag for safekeeping.

THE PROCEDURE ITSELF

Your surgeon performs the procedure, assisted by our registered nurses and trained technicians, and monitored by an anesthesia team member.



After your procedure, you'll be ready for our fully-equipped recovery room where you'll be attended by your anesthesiologist and recovery room nurse until you're ready to go home – usually an hour or two after your procedure. The anesthesiologist will release you at the appropriate time.

Anesthesia services are overseen by a board certified anesthesiologist, highly qualified in all aspects of outpatient anesthesia. Your anesthesiologist will examine you before your procedure and answer any questions you may have. Be sure to talk to your anesthesiologist about any medications you are currently taking, including over-the-counter drugs.

We do recommend that you leave before the effects of your anesthesia wear off completely. This helps reduce pain for the trip home, and allows you to fall asleep more easily and rest more comfortably once you return home. Studies show that the familiar surroundings of home actually help speed recovery and reduce the need for pain medication.

A competent adult over 18 **must** drive you home and you must have a responsible adult in attendance for the first 24 hours following surgery. **This is a requirement to ensure safe post-operative patient care.**

YOUR RECOVERY

Before being escorted to your car we will review your After Care Instructions with your ride home. We will also send you home with a copy for easy reference. You may also be given prescriptions.

If you experience nausea during your ride home which is a side effect of anesthesia, stop the car, roll down your window and allow yourself a breath of fresh air.