



HOUSTON HEALTHCARE

*The Surgery Center*

## **Patient Information Packet**

### **PATIENT FINANCIAL RESPONSIBILITY**

Many Insurance Companies now require the patient to pay “Co-Insurance” at the time of service. “Co-Insurance” is the portion of the charges that the patient is responsible for which is usually a percentage of the bill.

Please contact your insurance company prior to the day of service to verify your insurance coverage. If your insurance coverage for outpatient surgery is not 100%, or if you do not have at least two insurances, please contact us at the Surgery Center to receive an estimate of the procedure cost and your portion of that cost.

When you arrive for surgery, you will be asked to pay your co-insurance amount.

Full or partial payment is expected prior to service, however, service is not denied due to inability to pay. Patients paying their portion in full on the day of service will receive a 20% discount. Patients unable to pay their portion will be asked to sign a promissory note.

### **PRE-OPERATIVE TESTING**

Pre-operative laboratory work may be required by your Physician. If so, you will be given a form that you can take to the Same Day Services at Houston Medical Center. An appointment is not required. When your lab work has been completed, Same Day Services will make sure we receive the results at the Surgery center. Please make sure your lab work is done at least 24 hours in advance.

### **PRE-OPERATIVE INFORMATION**

You should expect a telephone call from a Registered Nurse on the afternoon before your procedure. The Nurse will want to collect a short medical history including any medications you may be taking at this time. You will receive your pre-op instructions at this time. If for any reason you do not hear from us before 4 pm, please call your Doctor’s office for further instructions. If you need to make arrangements earlier than the afternoon before, please call 329-3100 and we will make every effort to accommodate you. You should anticipate being at the Surgery Center 2-4 hours on the day of your procedure.

### **LOCATION**

The Surgery Center is located on the corner of Briarcliff and Watson Blvd directly next to Houston Medical Center. Handicap parking is located at the front of the building. There is a covered drop-off area on the Briarcliff side of the building.

## **DAY OF SURGERY**

Please make sure that you bring your current Insurance Card with you on the day of your procedure.

Each patient should arrange for a responsible adult, over the age of 18, to provide a ride home following the procedure. We do ask that this person remain at the Surgery Center while your procedure is in progress.

Bring a current list of medications and dosages.

The patient should wear loose fitting, comfortable clothing. If you are cold natured, please wear socks. Children are encouraged to bring their favorite toy or blanket and a bottle or sippy cup.

You will be asked to remove contacts, glasses and jewelry. It is best if you leave any valuables at home.

## **STAFF**

You will encounter several different people on the day of your procedure. You should be visited by the Doctor performing your procedure. The Anesthesiologist will discuss your different options that are available for anesthesia. A Registered Nurse will care for you before, during and after your procedure. A Scrub Technician, Radiology Technician, Endoscopy Technician and Patient Care Technician round out the list of staff members caring for you.

## **ARRIVAL**

On arrival to the Surgery Center, you will sign in at the front desk. A secretary will give your family member a patient pager to carry with them while you are having your procedure. The secretary will go over all of your forms and get some signatures from you.

A Registered Nurse will come to get you and take you to the Pre-op area. You will change clothes, receive Pre-operative medications and an IV. At this point your family or friend will be allowed to come back and sit with you.

In an effort to provide you with the best care possible, each team member will ask you several questions. You will be asked your full name and date of birth. You will also be asked what procedure and/or site we are working on.

## **PAIN AND COMFORT**

You will receive medication during and after your procedure to keep you comfortable. We use a pain scale from 0-10; with zero being no pain at all and ten being the worse pain you have ever felt. While it is not possible to be completely pain free, we would like to keep you as comfortable as possible.

### **Good Pain Control**

- Helps your body rest and heal with greater comfort
- Helps you feel better faster

It is important to tell your doctors and nurses when you have a pain level that is greater than 3, so that you can be given medication. Once you are at home you should call your doctor's office if your pain is not controlled.

## **DIET**

The food you can eat is decided by the type of procedure you have. Anesthesia and pain medication can slow the natural movement of the intestines so; you should start with food that is not greasy or spicy. Once you know that your stomach is not going to be upset, you may advance your diet to normal. We will write any special instructions on your discharge form.

## **PREVENTING COMPLICATIONS**

There are certain things you can do to have a safe and speedy recovery.

### *Activity*

The type and amount of activity you can do are decided by the type of procedure you have had. An important goal of your recovery should be that you gradually become more mobile. Walking early after your procedure will help circulation and muscle tone. Although at first you may be uncomfortable, it will speed your recovery. For your safety, always have a family, friend or staff member assist you with walking after your procedure.

### *Coughing and Deep Breathing*

Coughing and deep breathing are important because they can help prevent you from getting any lung complications. Depending on your procedure, deep breathing and coughing may be uncomfortable. Holding a pillow over your abdomen and using your arms to support your stomach will make the coughing less uncomfortable. Coughing and deep breathing help clear secretions that could cause pneumonia.

## **AFTER YOUR PROCEDURE**

You will be watched closely by a registered nurse. Your vital signs will be checked often. After you return home, your body is still healing. Keep in mind that it may take some time before you are back to your old self or better again. Before your discharge, the nurse will give your family or friend written instructions. Should you or your family member have any questions after you return home, you should call the doctor's office or the Surgery Center for assistance.

## **IMPORTANT PHONE NUMBERS**

PRE-OP:	329-3444
FRONT DESK/VOICE MAIL:	329-3100
STEP DOWN/DISCHARGE:	329-3105

Should you have any questions, comments, or suggestions during any portion of the process, please feel free to call us. You are our number one priority.

*We look forward to your visit.*