

Welcome to Pickerington Surgery Center! Our surgery center is staffed by board-certified physicians and experienced specialists — delivering the latest technology and proven protocols driving superior outcomes and patient safety.

This brochure has been prepared to familiarize you with our center and answer any questions you may have. We encourage you to spend time reviewing this information. Please let us know if you have any questions that have not been addressed.

Scope of Services

Our center provides outpatient surgical services including:

- + Gastroenterology
- + General surgery
- + Gynecology
- + Orthopaedics
- + Otorhinolaryngology
- + Pain management
- + Plastic and reconstructive surgery
- + Podiatric surgery
- + Urology

Insurance and Billing

Prior to your surgery date, you will be notified of your estimated insurance coverage and any amount due. As a courtesy, we will bill your secondary or tertiary insurance if presented at the time of service. Any amounts not covered by your insurance, deductibles or co-insurance will be collected prior to or on the day of surgery.

The surgery center fees cover the use of the facility. You will be billed separately for pathology, surgeon and anesthesia services.

Cosmetic Surgery Fees

Fees for cosmetic procedures will be collected prior to surgery. Acceptable payments include ePay, cash, checks, cashier's checks, money orders, and all major credit cards.

Your Financial Rights and Responsibilities

It is your right as a patient to request information or have questions answered regarding fees or payment policies.

If you have any questions or problems regarding your bill, please contact our business office. We will be happy to help you between the hours of 5:30 a.m. and 5:00 p.m., Monday through Friday, 614.604.7444.

Thank You

We appreciate the trust you have placed in our staff. We will make every attempt to honor that trust by providing the high-quality medical care you expect and deserve.

Surgery Information

Name: _____

Arrival Time: _____

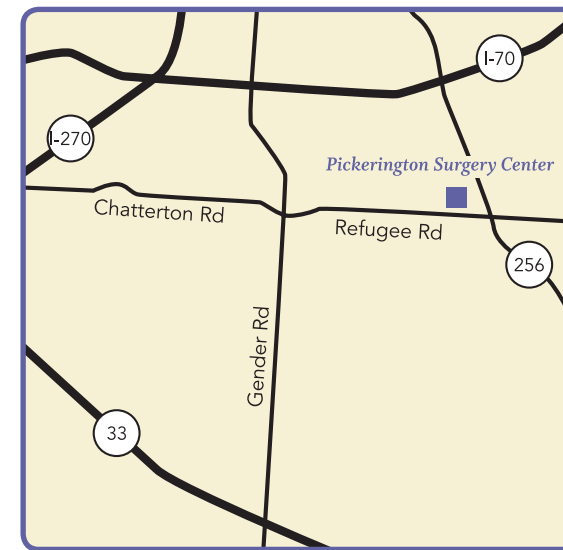
Surgery Date: _____

Physician: _____

Hours of Operation

Monday–Friday
6:00 a.m.–5:00 p.m.

Pickerington Surgery Center does not provide emergency services.



1030 Refugee Road | Suite 160
Pickerington, OH 43147

614.604.7444 | Fax 614.604.7445
www.pickeringtonsurgery.com



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Pickerington Surgery Center

Before Surgery

Follow these guidelines the day before your surgery to ensure that your operation goes smoothly:

- + Your surgeon will inform you if any prior testing is necessary before you arrive at the surgery center. Please request any pre-admission testing results be sent to Pickerington Surgery Center before the date of your procedure. The results may be faxed to 614.604.7445.
- + Expect a call from a registered nurse prior to your procedure to obtain information about your medical history and answer any questions you may have. If you have not been contacted by 2 p.m. the business day prior to your surgery, please call the center for specific instructions. If the center calls and is unable to reach you, please return our call as soon as possible.
- + Please arrange for a responsible adult to arrive and leave with you from the surgery center. You will want to plan for assistance at home the first 24 hours after surgery if you have received intravenous or oral sedation and/or general anesthesia.
- + Notify your physician before coming to the center if there is any change in your physical condition, such as a cold or fever.
- + If you wear contact lenses or glasses, bring a case for their safekeeping. We provide containers for removable dentures and bridgework.
- + The night before your surgery you may eat a light meal. Do not drink or eat anything after midnight—not even coffee or water. You may brush your teeth, remembering not to swallow anything. Refrain from the use of mints, chewing gum, alcohol or cigarettes. Failure to follow these instructions may result in cancellation of your surgery.
- + Please do not take any medication after midnight unless instructed by your physician or our office. If you are diabetic or on blood pressure, blood thinners or heart medication, obtain specific instructions from your physician or contact the center.

Day of Surgery

What to expect the day of surgery

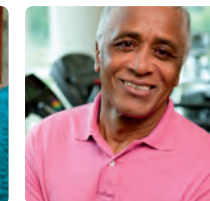
Your arrival time will depend upon your surgical procedure. Plan to arrive one and a half to two hours prior to your scheduled surgery time. Your physician's office or the surgery center staff will inform you of the expected arrival time.

When you arrive at the surgery center, please sign in with the receptionist. You will complete admission forms and change into a patient gown. Your clothing will be placed in a convenient patient-care bag and returned to you after surgery.

In the preoperative area, the anesthesiologist, your surgeon and your nurse will answer any questions you may have while preparing for your surgery before you are escorted to the operating room.

To help us meet all of your needs the day of surgery, please follow these guidelines:

- + Be sure to bring a valid picture ID and insurance card the day of your surgery.
- + Please bathe or shower prior to your surgery. Remove all makeup, nail polish and hair pieces. Do not use lotions, oils, perfumes or powders after bathing. You may use deodorant.
- + All jewelry and piercings must be removed prior to surgery.
- + Wear loose-fitting clothing that will not interfere with your incision or dressing. Wear comfortable shoes: do not wear high heels, pumps or flip-flops, please.
- + Bring all of your regular medications with you on the day of surgery, both prescription and nonprescription.
- + If you are instructed by your physician/surgeon to take the morning dose of your medications, do so with only a sip of water.
- + If you are diabetic, please do not take your morning dose of insulin or oral hypoglycemic (sugar pill), unless otherwise instructed. We will check your blood glucose level prior to and after surgery. Bring your insulin and/or oral diabetic medication with you.



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- + Your family must wait in the front lobby during your surgery. The surgeon will speak with your family immediately following surgery, and they will be able to rejoin you as soon as you awaken.

After Surgery

What to expect after surgery

After surgery, you will be taken to the recovery room where you will be closely observed, then permitted to change into your clothes. You will be discharged to a responsible adult when your vital signs are stable and discharge criteria are met. *If you had a local anesthetic injection with no sedation, you will be permitted to change and then discharged.*

Your surgeon will provide written instructions for your care at home, activity level (including return to work) and prescriptions. Your nurse will review the physician's instructions and prescription(s) with you and your care provider.

We try very hard to make you as comfortable as possible. It is not unusual to experience sleepiness, dizziness, nausea, and/or a sore throat from anesthesia up to 24 hours after surgery. A nurse from the surgery center will phone you within a few days after your surgery to see how you are and answer any additional questions you might have.

You may begin sipping liquids and eating light foods when you feel able. Resume your normal medications. Avoid the use of alcoholic beverages during your use of pain medication. Do not drive, operate any machinery, sign important documents or make significant decisions for 24 hours. Please plan for assistance at home the first 24 hours after surgery.

You will need to schedule a follow-up visit at your surgeon's office. If you develop any unusual symptoms as described in your post-operative instructions, have difficulty urinating or have any other concerns, please call your surgeon.

Ownership Disclosure

The Pickerington Surgery Center is operated in partnership with OhioHealth. The physician who referred you to our surgery center may have ownership interest in this facility. You are free to choose another facility in which to receive the services that have been ordered by your physician. A list of center investors is posted in the lobby.

OhioHealth Home Care

OhioHealth Home Care is a service that offers comprehensive care for patients who require assistance or medical care at home.

Call OhioHealth Home Care at 614.566.0850 for more information.

Customer Satisfaction

We would like to sincerely thank you for the opportunity to care for you and hope that your experience with us went as smoothly as possible. Following your surgery, you will be receiving our customer satisfaction survey in the mail. Your comments are important to us, so at your convenience please complete and return the survey. Thank you!

QUESTIONS?

We are dedicated to making your stay as pleasant as possible and welcome any comments or suggestions you may have. If you have a question or concern, please contact us at 614.604.7444. A copy of *Patient Rights and Responsibilities* is also available at the center.