



A Patient's Guide to Surgery

We are pleased that you and your surgeon have entrusted your healthcare needs to our team. We want your visit to be as comfortable and convenient as possible. This guide is intended to help you prepare for your procedure at our facility.

Scheduling confirmation

Patient: _____

Physician: _____

Date and time of procedure:

Date: _____

Time: _____

The time the pre-op nurse will give you is a tentative time. If your time changes, the pre-op nurse will notify you the day prior to your procedure.

Please provide a phone number the nurse can use to contact you or leave a message that you are certain to receive.

If you are unable to keep this appointment or you are delayed, contact the surgery center as soon as possible. If you call before 6:30 a.m., please leave a message.

Phone: 480-591-5000

Before your procedure

Your physician will discuss your procedure with you during your office visit, and your surgical appointment will be scheduled at that time.

Please inform your physician of all medications you are taking, including prescription and over-the-counter medications, as well as vitamins and supplements. If you are taking Phentermine or any other weight-loss medication, it must be stopped 2 weeks prior to any procedure requiring general or monitored anesthesia.

It is important to tell your physician if you are taking any blood-thinning medications, such as warfarin, heparin, aspirin, vitamin E, ginseng, glucosamine or ginkgo biloba. Please speak with the physician who prescribes your blood-thinning medication about if and when to stop your medication prior to your scheduled procedure.

To ensure your safety and promote process efficiency, it is necessary we have your complete medical history prior to your procedure. You will be asked to complete this in our EMR prior to your appointment. If you require pre-procedure tests, please ask your physician to fax the reports to the attention of the pre-assessment nurse.

It is required that you speak to someone from the surgery center prior to the date of your procedure. Because surgery schedules frequently change, the time of your procedure is not confirmed until you speak to someone at our facility.

A pre-assessment nurse will call you a few days prior to your procedure to review your medical history and provide any additional instructions. If you have not received a phone call from a pre-assessment nurse by 3 p.m. 2 days prior to your scheduled procedure, please call: 480-591-5000

Legal documents

If you have a living will or durable power of attorney, bring a copy to your visit. We will make a copy to place in your chart.

Based on organizational conscience, the surgery center does not recognize advance directives. Staff will resuscitate all patients in the event of a medical emergency and transfer the patient to a nearby hospital

Preparing for your procedure

Before your procedure, you should follow the important safety rules below. If you do not follow these guidelines, your procedure may be delayed or canceled.

Food and drink

- Do not eat any solid food after midnight the evening prior to your procedure unless otherwise instructed by the pre-assessment nurse. Do not eat anything the morning of surgery, including gum, hard candy, mints, ice or chewing tobacco. Your pre-assessment nurse will give you instructions regarding liquids.

Medications

- On the morning of your procedure, you may take your heart, blood pressure, respiratory or seizure medication with a sip of water. If you take diabetic medication (pills or insulin shots), the pre-op nurse will tell you how to take your medication the day of your procedure. If you use an inhaler or CPAP machine, please bring it with you the day of your procedure.

Transportation

- Make arrangements for a responsible adult to drive you home after your procedure.
- Taxi transportation is allowed **ONLY** for those patients accompanied by an adult.

Children

- We encourage children to bring a favorite toy or blanket with them the day of their procedure. Parents of small children should bring child care items, such as diapers, bottles and extra underwear.
- A parent or guardian is required to stay with the child during the preoperative and postoperative processes and must remain in the building during the child's procedure.

If you are the child's legal guardian, you must bring proof of guardianship.

The day of your procedure

If you cannot keep your appointment or are delayed, contact your surgery center immediately.

Phone: 480-591-5000

Please observe the following rules:

- Bathe or shower the night before or the morning of your procedure. Please brush your teeth that morning.
- Visit **chandlersurgical.com/** **update** for our latest visitor policy.
- Bring a list of all medications you are taking, including prescription and over-the-counter medications, vitamins and supplements, along with their dosages.
- Remove all jewelry and body piercings. Leave all valuables at home. The surgery center is not responsible for lost or stolen valuables.
- Bring your driver's license or identification card and health insurance cards or forms with you. You will be asked to pay your coinsurance, deductible or copay.
- Wear comfortable, loose, foldable clothing that is easy to take off and put on after your procedure. Do not wear high-heeled shoes.
- Do not wear makeup, dark-colored fingernail polish or contact lenses.
- If applicable, bring the following items: containers for glasses and dentures; contact lens case or hearing aids; crutches or walkers; and warm socks.

When you arrive at the surgery center, please register using the kiosk. You will be escorted to the preoperative area where your pulse, temperature, respiration and blood pressure will be taken. You may be asked to change into a gown provided by the surgery center. Your anesthesiologist and physician will talk to you prior to your procedure.

After your procedure is completed, you will be transported to the recovery area and remain there until you are ready to go home. You may be given something to eat or drink, and you may have 1 visitor.

Children must not be left unattended in the waiting room and are not permitted in restricted areas. If you bring children to the surgery center, please make sure they are adequately supervised.

After you leave the surgery center

Depending on your procedure, you will be ready to leave the surgery center 30 minutes to 2 hours following your procedure. You will be given specific discharge instructions from your physician.

For your comfort and safety, we remind you of the following:

- **You must have someone drive you home after the procedure.**
- **Have a family member or friend stay with you the first 12-24 hours depending on your type of procedure.**
- Rest until your physician tells you to return to your normal activities.
- Follow your physician's instructions regarding diet, rest and medication.
- Be prepared to experience some discomfort at the site of your procedure. You may also experience some drowsiness or dizziness, depending on the type of anesthesia you received or the type of pain medication you are taking.
- Do not drive, operate heavy machinery or power tools, drink alcoholic beverages, make legal decisions or take any medications not prescribed by your physician for at least 24 hours after your surgery.
- Contact your physician if you experience problems after you leave the surgery center. If you can't reach your physician, but feel your concerns warrant a doctor's attention, call or go to the nearest emergency room.

About your bill

A member of our business office will verify your medical benefits with your insurance company prior to your surgery. We will make every effort to contact you regarding your financial responsibility due at the time of registration. We will obtain any information regarding copayments, coinsurance and/or deductible amounts that will be your responsibility.

If you have no insurance or if your insurance does not cover the procedure performed, please arrange to pay the fee on the day of your procedure, unless

other arrangements have been made with our business office.

For most procedures, we accept cash, personal checks, Visa, MasterCard, Discover, debit cards and Care Credit. Personal checks are not accepted for cosmetic procedures. Please contact the business office for further information.

Phone: 480-591-5000

In addition to our fee, you may receive separate bills for the following:

- Physician's or surgeon's services
- Anesthesia, if it was necessary to have an anesthesiologist available for your procedure
- Laboratory tests, if they were required by your physician
- Radiology imaging, before or during your procedure
- Pathology, if tissue or specimens were removed

Any questions regarding these services should be directed to the respective billing offices responsible for the procedure. Please call with questions you may have about insurance coverage or billing procedures.

Phone: 480-591-5000

Participate in our patient survey

You will receive an email containing a link to our patient satisfaction survey several days after your procedure at our facility. We highly value your feedback and ask that you take a few moments to evaluate the services provided to you in our ambulatory surgery center. If you do not have email and wish to obtain a paper survey, please request it from your nurse in the recovery room.