

Sutter Fairfield Surgery Center

Surgery Patient Information



*Sutter Regional
Medical Foundation*
A Sutter Health Affiliate

With you. For Life.

WELCOME

WE ARE PLEASED THAT YOU WILL BE HAVING YOUR SURGICAL PROCEDURE AT **SUTTER FAIRFIELD SURGERY CENTER** AND ARE CONFIDENT THAT YOU WILL HAVE THE VERY BEST SURGICAL EXPERIENCE POSSIBLE HERE.

AT **SUTTER FAIRFIELD SURGERY CENTER**, YOU WILL WITNESS THE FUTURE OF HEALTHCARE.

WE OFFER:

- A comfortable, welcoming facility
- Highly skilled, caring, friendly staff
- State-of-the-art medical equipment
- The latest technological advances in ambulatory surgical and anesthetic procedures

IN ADDITION, THE PROFESSIONAL STAFF OF THE **SUTTER FAIRFIELD SURGERY CENTER** WILL TAKE EVERY PRECAUTION TO PROTECT YOUR RIGHTS AS A PATIENT WHILE IN OUR CARE.

OUR GOAL IS TO SEND YOU HOME WELL ON YOUR WAY TO A SPEEDY RECOVERY.

PREPARING FOR YOUR SURGERY

Your physician will discuss your operation with you during your office visit. Please be sure to tell your doctor about any existing medical conditions and any medication that you are currently taking.

If you have had any preoperative tests or a history and physical performed within 30 days prior to your surgery, please ask your physician to fax a copy to us at (707) 432-2726 prior to the date of your surgery.

You will receive a phone call from our Pre-Admissions nurse to obtain basic health history and to review your pre-operative instructions. Or, you may call us at (707) 432-2786.

It is very important that you speak with our Pre-Admissions nurse prior to the date of your surgery.

You will also hear from a member of our Business Office staff regarding your insurance coverage and your portion of the bill. They will discuss the fee for your surgery as well as your co-payment, coinsurance or deductible.

Before surgery you should follow these important safety rules that are critical to your well being. Failure to follow these guidelines may result in your operation being delayed or cancelled.

- **Make Arrangements for a responsible adult to drive you home after surgery.**

Taxi transportation is only allowed if a responsible adult accompanies the patient.

- Do not eat or drink anything after midnight the night before surgery unless directed by your doctor or anesthesiologist. This includes foods, liquids, water, candy, gum, breath mints, etc. You may brush your teeth and rinse your mouth the day of surgery, providing nothing is swallowed.
- Do not smoke or use any tobacco products after midnight the night before your surgery.
- Do not drink alcohol for 24 hours before and after your surgery.

■ Medications

- If you take insulin or any other routine medication, your doctor will advise you how to take your medication on the day of the surgery.
- **If you take a blood thinner such as Coumadin, aspirin, Plavix, etc, please notify your surgeon when scheduling your procedure.**
- You may take your normal heart, blood pressure, breathing, seizure or anti-anxiety medication the morning of surgery with a small sip of water.

Failure to follow these instructions can cause serious complications.

If you have any questions or concerns, please discuss them with the Pre-Admissions nurse who calls you for your preoperative interview.

THE DAY OF SURGERY

If you are unable to keep your appointment or if you are delayed, please contact the Surgery Center immediately at 707.432.2700.

- All jewelry must be removed prior to surgery. Therefore, it is best to leave all jewelry and other valuables at home or with a family member.
- Bring your driver's license or ID card and health insurance cards with you as well as any copay, coinsurance or deductible.
- Choose low-heeled shoes and loose, comfortable clothing which is easily taken off, put on and can be easily folded. Avoid garments that pull over your head. Sleeves and legs should be loose enough to fit over bandages, if necessary.
- Remove all make-up, nail polish and your contact lenses.
- If applicable, bring the following items with you:
 - Contact lenses or eyeglasses in a protective case
 - Dentures
 - Hearing aids
 - Crutches or walker

During your preoperative interview, the Pre-Admissions nurse will instruct you about what time to arrive at the Surgery Center. Please check in at the front desk upon arrival to register. A nurse will escort you into the Preoperative area where your pulse, temperature, respirations and blood pressure will be taken. You will be asked to change into a gown provided by the Surgery Center. Your surgeon and anesthesiologist will visit with you prior to surgery.

After your procedure is completed, you will be moved to a recovery area until you are ready to go home, often in 1 – 1½ hours. One adult visitor may join you in recovery. Prior to discharge, you and your responsible adult will be given verbal and written instructions from your physician regarding your at home care.

Children must not be left unattended in the waiting room and will not be permitted in restricted areas for their own safety and the safety of our patients. If you choose to bring children to the Surgery Center, please be sure that they have adequate supervision.

WHEN YOU GO HOME

For your comfort and safety:

- **Have a responsible adult stay with you for the first 24 hours after surgery.**
- Take it easy until your physician says you can return to your normal routine.
- It is normal to experience some discomfort in the area of your operation. You may also experience some drowsiness or dizziness depending on the type of anesthesia you receive or the amount of pain medication you are taking at home.
- Follow your physician's instructions regarding diet, rest and medication.
- Do not drive, operate machinery or power tools, cook, 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 feel you are having problems after surgery. If you cannot contact your doctor but feel your concerns warrant a doctor's attention, go to the nearest emergency room.
- One or two days after surgery, a nurse from the Surgery Center will call to see how you are doing. You may contact the Surgery Center during business hours at 707.432.2700.

ABOUT YOUR BILL

Our Business Office will contact your insurance company prior to surgery to verify your medical benefits for our facility charge. We will secure information regarding copayments, coinsurance and/or deductible amounts that will be your responsibility. Payment of your share of charges is expected in full at the time you register.

You will receive a bill for the services provided by the Surgery Center. This covers your preoperative evaluation, supplies and medications, equipment, personnel, and use of the operating and recovery rooms.

Special prior financial arrangements can be made with our Business Office at 707.432.2720.

For your convenience, we accept cash, personal checks, VISA, MasterCard, and American Express.

In addition to our bill for the facility fee, you will receive separate bills for the following services:

- Your physician/surgeon
- Anesthesia
- Laboratory tests required by your physician
- Radiology imaging before, during or after your Surgery
- Pathology if tissues or specimens were removed during surgery
- Durable medical equipment such as crutches, slings, cast shoes, etc.

Any questions regarding these services should be directed to the billing offices of the appropriate provider.

Our Business Office staff will be happy to answer any questions you may have regarding insurance coverage or billing procedures. Please call (707) 432-2731.

SURGERY FOR CHILDREN

Sutter Fairfield Surgery Center was designed to accommodate the special needs of our pediatric patients. The Surgery Center has a highly qualified nursing staff and the anesthesia team has extensive training and experience with children. We welcome you to tour the Surgery Center and ask any questions you may have prior to your child's procedure. We encourage children to bring a favorite toy or blanket with them. A parent or legal guardian is required to stay with the child during the preoperative and postoperative process and must remain in the building during the child's surgical procedure. Parents of small children should bring childcare items such as diapers, bottles, and extra underclothes. **Legal guardians must bring proof of guardianship.**

ADVANCE DIRECTIVES

Sutter Fairfield Surgery Center will include in the patient's medical chart a copy of a Living Will and/or Durable Power of Attorney when presented by the patient or responsible adult. **However, please be advised that the Surgery Center does not recognize the "Do Not Resuscitate" portion of the Advance Directive for use in this setting and all life-saving measures available will be utilized and patient will be transferred to the nearest acute care facility.** If you have a Living Will and/or Durable Power of Attorney, please bring it with you on your surgery date for inclusion in your chart.

PATIENT SATISFACTION SURVEY

You will receive a patient satisfaction survey via mail after your procedure from Press-Ganey. Your comments and suggestions are very important to us and help us improve the services we provide. Please take a moment to complete and return the survey. Thank you.

PATIENT RIGHTS

Each patient treated at Sutter Fairfield Surgery Center has the right to:

1. Be treated with respect, consideration and dignity.
2. Respectful care given by competent personnel with consideration of their privacy concerning their medical care.
3. Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient.
4. Have records pertaining to their medical care treated as confidential.
5. Know what surgery center rules and regulations apply to their conduct as a patient.
6. Expect emergency procedures to be implemented without necessary delay.
7. Absence of clinically unnecessary diagnostic or therapeutic procedures.
8. Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
9. Treatment that is consistent with clinical impression or working diagnosis.
10. Good quality care and high professional standards that are continually maintained and reviewed.
11. An increased likelihood of desired health outcomes.
12. Full information in layman's terms concerning appropriate and timely diagnosis, treatment and preventive measures; if it is not medically advisable to provide this information to the patient, the information shall be given to the responsible person on his/her behalf.
13. Receive a second opinion concerning the proposed surgical procedure, if requested.
14. Accessible and available health services; information on after-hour and emergency care.
15. Give an informed consent to the physician prior to the start of a procedure.

16. Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that has previously given informed consent to participate in.
17. Receive appropriate and timely follow-up information of abnormal findings and tests.
18. Receive appropriate and timely referrals and consultation.
19. Receive information regarding "continuity of care."
20. Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
21. Appropriate specialty consultative services made available by prior arrangement.
22. Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
23. Have access to an interpreter whenever possible.
24. Be provided with, upon request, access to information contained in their medical record.
25. Accurate information regarding the competence and capabilities of the organization, its employees and medical staff.
26. Receive information regarding methods of expressing suggestions or grievances to the organization.
27. Appropriate information regarding the absence of malpractice insurance coverage.
28. Change primary or specialty physicians or dentists if other qualified physicians or dentist are available.
29. Health services provided are consistent with current professional knowledge.
30. Appropriate assessment and management of pain.
31. Participate in their own healthcare decisions except if this is contraindicated due to medical reasons.
32. Receive a Patient Privacy Notice which provides an explanation of how their protected health information is utilized and to those that may need to receive it.

Complaints may be filed by contacting www.cdph.ca.gov (for the State of California), or www.medicare.gov/ombudsman/resources.asp (Office of the Medicare Beneficiary Ombudsman).

**Sutter
Fairfield
Surgery Center**

Located at

**Sutter Fairfield
Medical Campus**
2700 Low Court
2nd Floor
Fairfield, CA 94534

Phone: 707.432.2700

Fax: 707.432.2726

