



Outpatient Surgery Center

NORTH TOWER

PRE-SURGERY INSTRUCTIONS AND ADMISSIONS

Welcome to the St. Vincent's Outpatient Surgery Center

North Tower. We're honored that you chose our facility for your surgery. We understand that undergoing a surgical procedure, of any kind, can be a very stressful and anxious experience. Therefore, it is our mission to make sure that your experience with us is as pleasant and worry-free as possible. We have designed all of our processes with the patient as the priority. If at any time, you feel that we have failed to exceed your expectations, please let us know. You are our reason for being!

In order for us to provide you with the best experience possible, please familiarize yourself with the following information. Follow these and any additional instructions given to you by your physician or the preadmission nurses. If you are unsure of any aspect of your care, please call the preadmissions nurse at (205) 558-3550.

General Information

St. Vincent's Outpatient Surgery Center North Tower is located in the North Tower of the St. Vincent's campus. The Center offers a state-of-the-art facility where your surgeon can perform procedures that can safely be completed within a day's time. As a surgical outpatient, your physician can schedule your procedure quickly and easily, and can reduce the costs and inconvenience often incurred by inpatient hospitalization.

Our hours of operation are 5:00 a.m. until 5:00 p.m., Monday through Friday. Because we are a true outpatient center, we are closed on holidays as well as weekends. If your surgeon feels that you require overnight nursing care following your procedure, we transfer you to a comfortable room in St. Vincent's for the night.



Preparing for Surgery

Your doctor's office will schedule your procedure with the Center and communicate with you about the date and time. The day before your scheduled procedure, you should receive a phone call from the Center. During this call, the pre-admission nurse will ask you several questions related to your medical history.

During this call, the pre-admission nurse will also give specific instructions related to preparation for surgery and answer any questions that you may have. It is very important that you follow these instructions as well as any other instructions that your physician gives you. **Your safety is our primary concern. Failure to follow preparation instructions could cause your surgery to have to be rescheduled.**

You will also speak with one of our Patient Access Representatives. Their purpose is to pre-register you for your surgery so that on your day of surgery, your registration will flow smoothly and quickly.

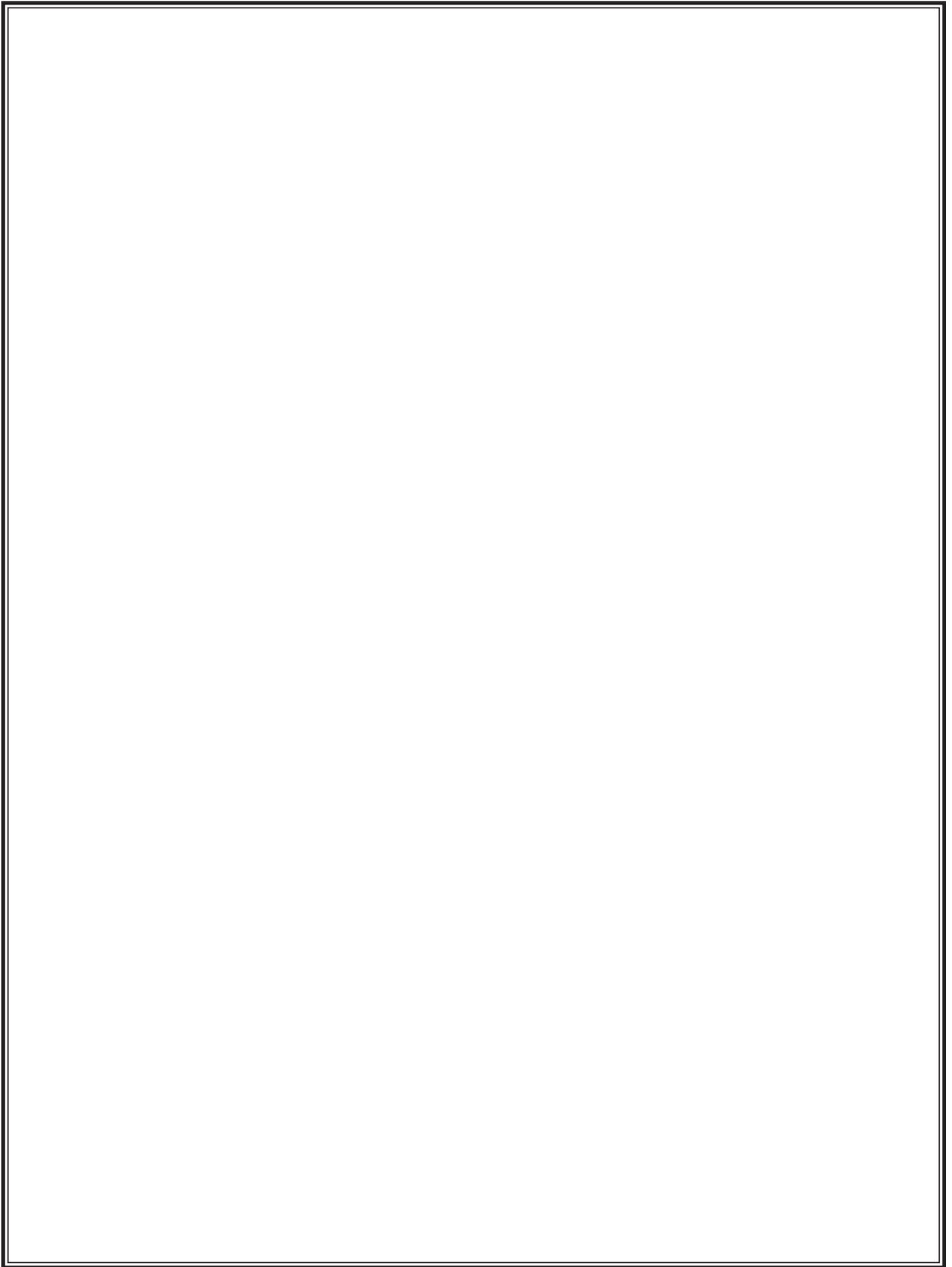
Your instructions will include things such as:

- DO NOT EAT OR DRINK ANYTHING, EVEN WATER, AFTER MIDNIGHT THE DAY BEFORE SURGERY. This includes gum, mints, candy, and chewing tobacco. You may brush your teeth the morning of surgery, but do not swallow anything when you do.
- Please refrain from smoking the night before and the day of surgery.
- **If you are on any medication including herbal supplements, diet pills, or over-the-counter medications please notify the pre admission nurse.**
- Bring a copy of any Advanced Directives that you may have.
- Bring your current insurance card as well as your driver's license.

- If you have had an EKG within the last 12 months, please ask your physician for a copy of it and bring it with you on the day of surgery.
- If you wear dentures, bridges, or hearing aids, you are encouraged to wear them on the day of surgery.
- Please leave contact lenses at home, but do bring glasses as there will be some paperwork for you to sign.
- Wear loose, simple clothing that is comfortable and can be easily changed. A patient gown will be provided.
- Female patients should wear no makeup.
- Male patients should shave as usual the morning of surgery.
- Please leave all valuables including wedding rings and watches at home.
- Please remove ANY AND ALL body piercings.
- Children may bring a favorite toy or blanket and their own pajamas.
- Should you become ill with a fever, cold, sore throat, or other illness, please notify your physician before your scheduled surgery.
- An adult must accompany you on the day of surgery and stay in the immediate area throughout your procedure. The surgeon will speak with them after your procedure has been completed.

Where to Go

Your procedure has been scheduled at St. Vincent's Outpatient Surgery Center North Tower. The most convenient place for you to park is in the North Tower parking deck. There will be a small fee for these services. As you turn off of University Boulevard onto St. Vincent's Drive, the North Tower is the first building on the right side with the large glass atrium. The Center is located on the second floor of the North Tower. Signs will direct you once you exit the elevators on the second floor. Please note parking level when you exit car.



PATIENT'S RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

Respect

- *Considerate and respectful care, which optimizes your comfort and dignity throughout your treatment.*
- *Access of treatment, regardless of gender, age, disability, ethnicity, religion, or source of payment. This includes the right to supportive social and pastoral services which respect your personal values and belief system.*
- *Expect that every attempt will be made to provide an interpreter, if your spoken language is not English, or you are deaf or hearing impaired.*
- *Expect that every effort will be made to accommodate your needs, if you have a physical disability, including physical access to the facility, adaptive equipment during utilization of hospital services, etc.*
- *Receive aggressive and appropriate pain management when indicated.*
- *Participate in the consideration of ethical issues that arise in the course of your care.*
- *Personal privacy and confidentiality.*
- *Be free from all forms of abuse or harassment.*
- *Receive information about, and an explanation of, your hospital bill.*
- *Request a copy of your completed medical record and obtain the copy within a reasonable timeframe.*
- *Know the facility's process for taking care of your concerns or complaints. You can discuss your concerns with your nurse or physician.*
- *You may choose to discuss your concerns with the Alabama Department of Public Health by calling 1-800-356-9596 or writing to Attention: Complaint Unit, Alabama Department of Public Health, Division of Health Care Facilities, 201 Monroe Street, Suite 600, Montgomery, AL 36104.*
- *You may also contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1-800-994-6610 or emailing complaint@jointcommission.org.*
- *Medicare program participants may contact the Office of Medicare Beneficiary Ombudsman at www.medicare.gov or call 1-800-MEDICARE.*

Quality Health Care

- *Be treated by skilled, compassionate, caring physicians, nurses, and hospital staff.*
- *Know the names and roles of the providers caring for you.*
- *Be well informed about your illness, possible treatments, and likely outcomes, and to discuss this information with your health care provider.*
- *Be advised if the facility proposes to engage in research projects affecting your care or treatment and the right to refuse to participate in such studies without compromising the quality of care you receive.*
- *Receive care in a safe setting.*
- *Be free from any form of restraint that is not medically necessary.*
- *Receive appropriate discharge teaching and instruction for self-care, including awareness of community resources available to provide supportive care.*

Participate in Decisions

- *Act in partnership with the health care providers to make decisions regarding your care.*
- *Create advanced directives, which in Alabama includes a Living Will, Durable Power of Attorney for Health Care, and the appointment of a Health Care Proxy. If you have an advance directive, it will be honored if there are no legal or ethical conflicts.*
- *Informed consent, including the right to have treatment options explained so that you understand the benefits, risks, and treatment choices.*
- *Refuse treatment to the extent permitted by ethics and law, and to be informed of the medical consequences of your action.*
- *Obtain pertinent information as to any relationship of this facility and other health care institutions that may affect your care.*

IT IS YOUR RESPONSIBILITY TO:

Be Part of Your Care

- *Be as accurate and complete as possible when providing medical history and treatment information.*
- *Inform your health care provider if you have questions regarding care and treatment.*
- *Partner with the health care providers to develop an appropriate plan of care.*
- *Participate in the designated plan of care.*
- *Notify your health care providers if the designated plan of care cannot be followed.*
- *Notify your health care providers if you are not satisfied with the care you receive.*

Respect and Consider the Rights of Others

- *Be considerate of the rights of other patients and their families.*
- *Be considerate of the physicians and facility personnel.*
- *Provide the facility with accurate and timely information concerning sources of payment and ability to meet financial obligations associated with care.*

On the Day of Your Surgery

Take your medications as instructed by your physician or pre-admission nurse.

All patients must be accompanied by a competent adult on the day of surgery. For your safety, it is our policy to delay calling you to be admitted until your companion has arrived in the Center lobby. You will not be able to drive home.

All patients under the age of 19 must be accompanied by a parent or legal guardian.

For our pediatric patients under 10, we request that two adults accompany the child; one to drive and one to help the child.

What to Expect

Due to limited waiting room space, please limit the number of visitors that you bring with you on the day of surgery.

Our goal is to minimize your wait time before surgery as much as possible. You should be called for registration or escorted back to your private admitting room within 10 minutes of your scheduled arrival time. You will either be registered in one of our private, confidential, registration areas, or you will be registered in your admitting room.

Once you are in your private admitting room, one of our associates will provide you with instructions regarding changing into your patient gown. Subsequently, a nurse will be in to greet you shortly and conduct your admissions assessment, start your IV, if required, and answer any questions that you may have. If any additional testing is required, it will be done at this time. Someone from the Anesthesia Department will also visit you in your room to conduct their assessment and answer your questions regarding anesthesia. Once this is complete, your family member(s), if you choose, may stay with you in your room before you go to surgery, and will keep your belongings while you are in surgery.

You should be in this room for approximately one hour before being taken back to the operating room. Please understand that every effort will be made to adhere to the surgery schedule. However, sometimes unforeseen circumstances and emergencies do arise that will cause an unanticipated delay. Should this occur, we commit to you that we will keep you well informed of these delays and their expected duration. We will do everything possible to keep you and your family comfortable and entertained. Each private admitting room is equipped with a television.

After your surgical procedure is complete, your surgeon will meet in private with your family members/friends to discuss the results of the procedure. You will be taken to our recovery area while waking up from anesthesia. A registered nurse will monitor your progress closely and keep in contact with your surgeon and anesthesiologist as needed. Depending on your procedure and the type of anesthesia that you received, once you meet the discharge criteria for recovery, you may be moved to our discharge area, or you may be discharged straight from recovery. Before you go home, we'll make sure that any discomfort due to pain or nausea is addressed. One of our discharge nurses will give you instructions for what to expect once you leave our facility and what to do if you have any questions or concerns. For safety reasons, one of the Center associates will transport you via wheelchair to your car. It is important that you do not operate machinery, drive, drink alcoholic beverages, or make important legal decisions for 24 hours following discharge. **If you experience any complications from surgery at home, contact your surgeon immediately**

We will call to check on you within one to two business days of your surgery. At this time, we'd appreciate any feedback that you may have as to what we could have done better to make your experience more comfortable.

For Your Family and Friends

A comfortable waiting room complete with television and a breathtaking view of the city is provided for family members and visitors.

One person representing the patient should always remain in the waiting room until the surgeon has discussed the outcomes of the procedure.

There is a complimentary phone in the waiting room for family and visitor use. Complimentary coffee is provided in the Center. There is also a soft drink vending machine and snack vending machine. St. Vincent's Food Court is conveniently located on the second floor of the main hospital, just a brief walk away. A Starbucks is located on the second floor of North Tower.

St. Vincent's Outpatient Surgery Center North Tower is equipped with wireless networking capabilities for those who wish to bring wireless laptops with them.

For Our Pediatric Patients and Visitors

We have designed our facility with our pint-sized patients and visitors in mind. We have provided a small, separate waiting area for children, complete with toys and books. For their safety, please do not leave children unattended in the waiting area. Your child may also want to bring his/her own favorite blanket or toy on the day of surgery.

Physician Ownership Disclosure

St. Vincent's Outpatient Surgery Center is owned by St. Vincent's Hospital Birmingham and a group of individual physicians who practice at the surgery center. Your physician may or may not have an ownership interest in the surgery center. You may speak with your physician about his/her ownership interest should you have questions. A list of all physician owners of the St. Vincent's Outpatient Surgery Center is available upon request at the admitting desk.

Financial Arrangements

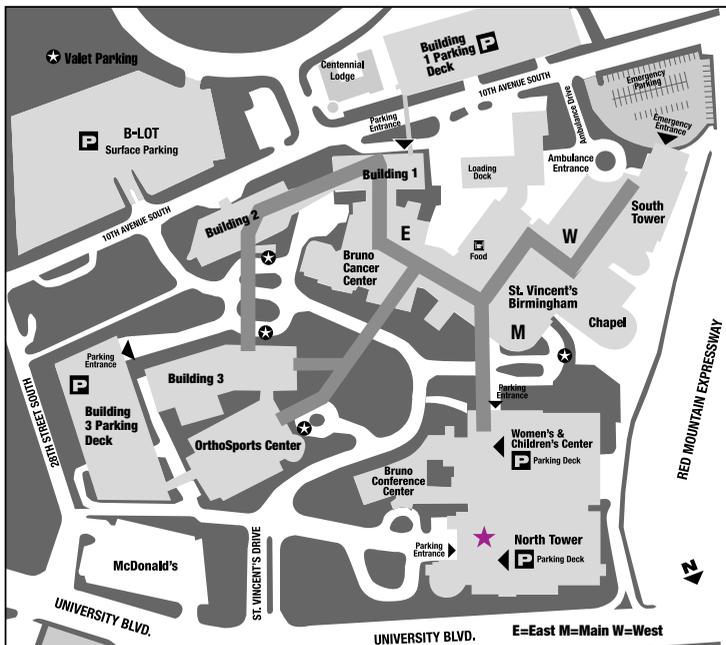
Based on your insurance coverage, you will be asked to pay your deductible or copay at the time of registration. Payment can be made using cash, check, or credit card.

Electronic Bill Payment

You can make St. Vincent's payments online with our Electronic Bill Payment option. With this option, you have the ability to safely and securely receive and review bills online, send questions to customer service associates, and pay online by credit card or check.

Accommodations

St. Vincent's Centennial Lodge is designed to provide patient's families with comfortable, close, and convenient overnight accommodations. Although reservations are not required, they are accepted and may be made by contacting the Centennial Lodge reception desk at (205) 558-3800. Visit the Web site at www.stvlodge.org.



It is our sincere pleasure to serve you. We thank you for selecting St. Vincent's Outpatient Surgery Center North Tower for your care. Please do not hesitate to contact us with any questions that you may have.

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