

# Palouse Surgery Center



2300 West A Street  
Moscow, Idaho 83843  
208-883-1500  
[www.PalouseSurgery.com](http://www.PalouseSurgery.com)

# Welcome



Today's medical advances have made it possible for patients in good health to have non-emergency surgery and return home the same day. The Palouse Surgery Center offers an alternative to overnight hospitalization in a comfortable and convenient atmosphere. For appropriate patients and procedures, same-day surgery can be accomplished with minimum interruption of family and business schedules and at a significant cost savings over inpatient care.

Highly skilled surgeons, nurse anesthetists, nurses and other caring staff members will take the time to care for your physical and emotional needs and answer any questions you may have. They will ensure that family and friends who accompany you are comfortable and informed of your progress during your visit.

The following information should answer most questions you may have about the Palouse Surgery Center and will help prepare you for your surgery. If not, please call us at 208-883-1500. Our staff is dedicated to making your visit to the Palouse Surgery Center as worry free as possible.

**Please note it is chilly in the surgery center.** We suggest that family/friends that will be staying with you bring a sweater or light jacket.

WiFi is available and you may ask the receptionist for the password.

**We realize that your time is valuable and we strive to maintain and adhere to the schedule as planned. Occasionally, delays are unavoidable for a variety of reason. We will communicate as openly as we can regarding delays and ask for your understanding as we do the right thing for each of our patients.**

# Preparing for your Surgery



You and your physician have decided that you need surgery. You should discuss any questions or concerns regarding the surgery or events leading up to the surgery with your surgeon.

## **MEDICAL HISTORY**

Your surgeon and/or primary physician will conduct a history and physical prior to your procedure. This information will be forwarded to the Palouse Surgery Center. A preoperative nurse will call you between 1 and 3 days before your surgery to give you preop instructions, review your history and physical, inform you of arrival time and instructions, and answer any questions that you may have. This information will assist the nurse in organizing and documenting your complete medical history to prepare for your surgery. Please be as honest as possible as this information is needed to keep you safe during surgery. Although that we understand it is hard to plan for surgery until you know what time you need to arrive, we are not able to give surgery times any earlier than 1 to 3 days before your procedure as the surgery schedule often fluctuates as cases are added and cancelled. Please know that we will call and discuss your procedure as soon as the schedule has been confirmed by the surgeon's office.

Patients undergoing colonoscopies and upper endoscopies do not receive a preop call from the nurse; however, someone from the facility will call to verify your procedure time the day before the procedure. If you are have an endoscopic procedure please follow the directions provided by your surgeon's office during your consult.

## **INSTRUCTIONS**

A nurse from the Surgery Center will contact you by phone before the day of your surgery. The nurse will confirm the time you are expected to arrive and give you specific instructions to prepare you for surgery.

Here are some steps you can take to ensure a safe surgery and quick recovery:

- **Assistance** - It is your responsibility to arrange, in advance, for a responsible adult, 18 years or older, to drive you home from the surgery center. You cannot drive yourself or be left alone. In order to ensure your safety, we cannot discharge you to a cab, a hired driver or bus. You will also need to have a responsible adult stay with you during the first 24 hours after surgery. Please ensure that these arrangements are made before the day of your procedure or your surgery will have to be rescheduled.

- **Diet** - The nurse will give you specific instructions during your preop call that must be followed carefully to ensure your surgery is performed on the day it is scheduled.
- **Medications** - Please bring a list of all current medications, dosage, and time of last dose taken by you.
- **Smoking** - If you smoke, you will be encouraged to refrain from smoking prior to your surgery.
- **Alcohol/Drugs** - You should not drink liquor, beer, wine or partake in the use of recreational drugs the day before or of your surgery.
- **If you get a fever, cold or rash** - Contact your doctor. Your surgery may be postponed.

# The Day of the Surgery



## BEFORE YOU LEAVE HOME

- Shower or bathe.
- Remember not to eat or drink (unless otherwise instructed).
- Wear loose-fitting clothing and shoes that are easy to get on and off.
- Leave valuables such as jewelry, watches, cash, and credit cards at home, other than what is required to meet your financial obligation to the surgery center. We cannot be responsible for damaged or lost property.
- Remove makeup and nail polish.
- If you wear contacts, leave them at home and bring your glasses instead.

## WHAT TO BRING

- Insurance cards and picture I.D.
- Parent or legal guardian of children less than 18 years old.
- A list of all your regular medications, both prescription and non-prescription.
- Any special appliance or object instructed by your surgeon (i.e. C-PAP, brace, boot).

**If you are a legal guardian or have Power of Attorney for this patient, please bring the appropriate legal documentation with you, verifying your status.**

## CHECKING IN

A representative will meet you at the registration desk. You will be asked to verify that our information regarding you and your scheduled procedure is correct and, if not, to make necessary changes on your registration form. You will be asked to sign this form in several places. You will be asked for your insurance card and picture ID. A nurse will direct you

to the pre-operative area. Family members or friends may accompany you. You will be asked to put on a hospital gown, which ties in the back, and an identification bracelet. You may be asked to remove special appliances such as dentures or bridges and hearing aids. Your personal belongings will be put in a belonging bag, which can be given to a family member or can remain in the room to be transferred to recovery by the nurse. A nurse will obtain vital signs. You will be asked to confirm information that may have been previously discussed and sign your operative permit. An intravenous (IV) line may be started. If you are of childbearing age, a pregnancy test will be performed as ordered by your anesthesia provider. All of the information gathered will be compiled and reviewed by the team that will be caring for you. During this time, it is important to the staff that you and your family are comfortable and well informed. Please feel free to ask questions or let the staff know how they can improve your level of comfort.

### **ANESTHESIA CARE**

The goal of the anesthesia team is to provide the best medical and anesthetic care possible during surgery with safe and effective pain control. A highly skilled nurse anesthetist will meet with you preoperatively to go over your anesthesia plan and to get your consent for anesthesia. The nurse anesthetist will monitor your condition and provide medications as needed. The three main types of anesthesia provided by the anesthesia team are:

- **General Anesthesia** - with general anesthesia, you are totally asleep during the surgery and aware of nothing.
- **Regional Anesthesia** - Certain areas of your body are numbed with regional anesthesia so that you do not feel pain. You also may receive medications to help you relax.
- **Monitored Sedation** - You will be given medication to keep you relaxed and comfortable. You may be awake during the surgery or drift into light sleep.

If you are a known Sleep Apnea patient or have ever been told that you should have a sleep apnea study please contact the Surgery center prior to your scheduled date of surgery. If you use a sleep apnea machine (C-PAP) please bring it with you on the day of surgery. You may leave the machine in your car. We will ask your family to retrieve it if you have a need for it after surgery.

# The Surgical Procedure



Once you have been prepared for surgery and the surgical team has collaborated on the best possible course of care for you, you will be taken to the operating room suite. At this time, we will ask that your family members wait in the front lobby. The OR suite provides a safe and sterile environment for your surgery.

Routine monitoring equipment will be placed on you such as a blood pressure cuff and EKG pads for heart monitoring. Medications will be administered through the IV. Team members will remain with you at all times.

Your surgeon will communicate with your family or friends immediately after surgery.

# The Recovery Period



After your procedure, you will be taken to an area called the Postanesthesia Care Unit. You will be monitored and cared for as you recover from the anesthetic. Registered Nurses will give you medications as needed to keep you comfortable and to help maintain appropriate vital signs during this time. In order to constantly monitor your progress, the nurse will remain immediately accessible to you. Your family member or friend may join you when you are awake and ready to see them and remain until you are discharged.

# Preparing to go Home



Nurses will work with you and your family to prepare for your discharge home. Discharge instructions will be given to the person who remains with you in the Postanesthesia Care Unit. We will make every attempt possible to safeguard your privacy. Therefore, if you do not wish for information regarding your procedure to be discussed with or in front of those accompanying you, please let our receptionist and nurses know as soon as possible. Specific instructions will be discussed with you and you will be given a written copy to take home. The staff will inform you of potential problems for which you may need to contact your doctor. Your surgeon's phone number will be included with the instructions. It is very important that you and your family understand the instructions for home care. It is also important to the staff that you and your family are ready to resume care at home

before leaving the Surgery Center. Please let the nurse know if you have any concerns or if something is unclear.

Your surgeon will give you prescriptions for new medications and information regarding which previous medications to resume at home. Due to recent changes in prescription regulations, many prescriptions must be hand written and taken to the pharmacy and cannot be called in.

When you are ready to go, your family member or friend can drive to the exit door where you will be escorted out and helped into the car. You may want to bring a pillow from home to aid in your comfort during the ride.

### **Customer Service Survey**

You or your family will be asked to complete a customer service survey. We take our surveys very seriously and ask that you let us know how we could have better served you or your family members. If we fail to offer a survey, please do not hesitate to request one.

## **What to Expect at Home**



When you return home, you may be inclined to nap or sleep the rest of the day. To ensure your safety, plan to have someone with you for the first 24 hours after your procedure. Please plan to remain at home resting and recovering from your procedure and anesthesia.

Refer to your written instructions given to you upon discharge. If you have any questions, please contact your surgeon.

## **Children**



It is best to begin to prepare children for surgery several days in advance. Your attitude will affect your child's feelings toward surgery, so be positive, confident, and honest about what will happen. Explain that during surgery, he or she will not be able to feel anything, but afterwards, the surgery site might be painful and will gradually feel better. For younger children, let them know that there will be a short time that you will not be able to be with them. Although you will not be able to accompany your child to the operative suite, they may bring a favorite toy or blanket to help comfort them through surgery.

If you feel your child will benefit by visiting the Surgery Center before the day of surgery, call us to set up a tour with a staff member. Following surgery, you will be taken to the recovery room as soon as your child awakens. It is normal for them to be confused and upset immediately after surgery and the presence of a parent is often the most effective comfort that can be provided.

You will be given instructions before taking your child home on how to care for your child at home. Written instructions will also be provided. It is often helpful to have two adults present for the ride home. Children must ride home in appropriate child safety seat as designated by state laws.

## Financial Policy



Thank you for choosing our surgery center as your health care provider. Our associates work very hard to make sure your paperwork is filed accurately and properly. Thank you in advance for your assistance and patience during this process. In an effort to streamline the registration process, the surgery center staff will attempt to obtain the majority of your billing and insurance information from your surgeon's office. Please bring your insurance card and driver's license with you on the day of service. The surgery center bills for the services and supplies provided by the surgery center. You will receive a separate bill from the surgeon, the anesthesia provider, and pathologist if needed. Should you have any questions regarding their bills, please contact them directly. Each time services are rendered a separate account is created.

A surgery center representative will attempt to contact your insurance company for verification of coverage. Precertification may be required by your insurance company. To assure coverage, it is very important for you to verify that this process has been done by your surgeon's office. **Most insurance companies have deductibles and/or co-payments that apply to surgical procedures.** If you do not have insurance or your procedure is not covered by your insurance, please call us ahead of time for a Self-pay quote.

If you have any questions or problems regarding your bill, call the surgery billing department at: (208) 883-1500.

We accept CASH, CHECK, OR CREDIT CARD (VISA and MASTER CARD only).

**Minor Patients:** The adult accompanying a minor and the parents (or guardians) of the minor are responsible for full payment.

## **Billing and Collection Policy**

If you provided us with the insurance information, your insurance company will be billed as a courtesy to you. The actual benefit will depend on your insurance policy, co-payment and remaining deductible due. The amount not covered by insurance is the responsibility of the guarantor or responsible party.

**PLEASE BE AWARE THAT YOU ARE PERSONALLY RESPONSIBLE FOR  
THIS BILL**

At Palouse Surgery Center we strive to provide the best outpatient care on the Palouse with higher levels of convenience and low prices. Thank you for allowing us to care for you and your family member. If you have any further questions, please feel free to contact us at 208-883-1500.

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