



Haywood Regional Outpatient Surgery

HAYWOOD
REGIONAL MEDICAL CENTER

A Duke LifePoint Hospital

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Your surgical team consists of many members. Along with your surgeon's office team, this team includes the RN who calls you prior to your surgery, our registrars, the pre/post-op RN's, your surgeon and anesthesia team as well as the RN and surgical technologist in the operating room. We are all highly committed to making your procedure not only successful from the surgical standpoint but also an excellent experience for you and the caregiver who accompanies you to our facility. We are grateful to serve you and thankful that you are here!

Follow the instructions given to you by your surgeon's office regarding your medications and any preparations that you may need to do prior to your surgery. If you have any questions, please feel free to call your surgeon's office. We are here for you and our goal is to provide outstanding customer service and excellent care.

Pre-op call

You will receive a telephone call from a nurse one to two days prior to your procedure to discuss your health history.

Change in condition

If you experience any changes, such as a cold, fever or rash, please contact your doctor prior to your surgery.

Leaving the center

You must have an adult representative stay with you and provide a ride home after surgery. It is also recommended that someone be with you for the first 24 hours following your procedure. If this is a problem, please notify your doctor or the pre-op nurse.

Medications

Please make sure your physician is aware of ALL medications you take. Certain medications, such as anticoagulants (Coumadin, Plavix, Heparin) or anti-inflammatories (Aspirin, Motrin, Advil, Ibuprofen), may need adjustment prior to your procedure. Continue your medications as prescribed UNLESS your physician directs you otherwise. If you're unsure, contact your physician for clarification.

Midnight before surgery

No eating or drinking after midnight unless directed otherwise. This includes water, gum, chewing tobacco, mints or candy. No smoking.

Morning of surgery

- Do not eat or drink anything unless otherwise directed.
- Wear comfortable, loose-fitting clothes that are easily removed.
- Contact lenses: Bring your glasses with a case. Do not wear contact lenses.
- Leave all jewelry and piercings at home.

Please remember to bring: health insurance card, identification, advance directive and co-payment (if applicable).

Date/Time of Surgery/Procedure:

Location of Surgery/Procedure:

Please arrive at the scheduled time as given by your surgeon's office. Your scheduled procedure time is subject to change – you will be notified if your procedure time changes. Your adult representative/driver should plan to stay on our campus during the entire time that you are with us. The time prior to your actual procedure is very busy. You will be registered, brought to the pre-op area where you will change into a gown and meet with an anesthesia team member, if necessary.

After your procedure is completed, you will spend time in our recovery area where we will monitor you until you meet basic criteria for discharge from outpatient surgery.

Pain control after surgery

Pain control during this time is essential, and our goal is that you are comfortable during your recovery at home. Being pain-free is not a reasonable expectation but pain should be controlled enough to allow movement, coughing and deep breathing. A dramatic increase in pain for no apparent reason should be reported to your surgeon.

Signs and symptoms of infection

Incision care is very important after surgery. Your discharge RN will discuss this with you and your caregiver prior to you leaving our facility.

Post-op physician:

Date and time:

Call your surgeon's office if you experience any of the following:

- Persistent diarrhea, constipation, nausea and/or vomiting
- Inability to tolerate food or drink
- Unexplained leg pain in one or both legs
- Fever over 100 degrees
- Black, tar-like stools
- Inability to void/urinate
- Pain that sharply increases or becomes uncontrollable
- Decrease in ability to function (ex. can't walk to bathroom)

IF YOU ARE EXPERIENCING A LIFE THREATENING EMERGENCY DIAL 911

- Please realize that your policy is a contract between you and the insurance company. We are not a party to that contract. Any required co-payments, deductibles or non-covered services are beyond our control and are your responsibility.
- Your insurance company may or may not pay all charges. Contact your employer or insurance company if you have questions about your coverage. Also, you may contact our billing department with questions regarding our fees or the level of benefits provided from your insurance and your subsequent responsibility.
- All charges are your responsibility from the date services are rendered. After your insurance has remitted payment to us, you may be responsible for any balance unpaid by your insurance company.
- If your financial situation is such that you are unable to pay in full, our billing staff will be happy to discuss your payment options with you. We strongly encourage you to contact us to make any financial arrangements prior to your procedure, so that you may concentrate on your recovery.



Questions?
Call Surgery Benefits: 828.452.8105

Locations

Outpatient Surgery at Outpatient Care Center

581 Leroy George
Drive Clyde, NC

1st floor entrance

*On the campus of
Haywood Regional
Medical Center*

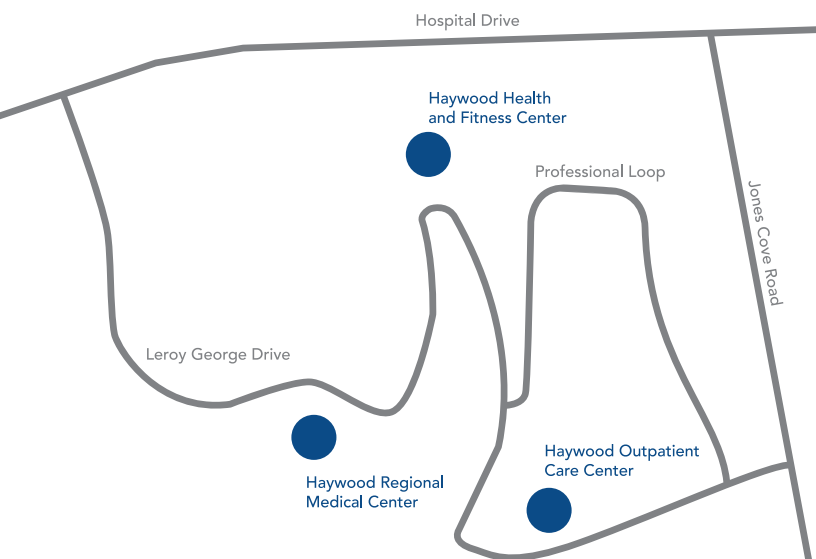
Outpatient Surgery at Haywood Regional Medical Center

262 Leroy George Drive
Clyde, NC

1st or 2nd floor entrance

*Park in patient
parking areas*

**For general information call:
828.452.8600**



This facility and its affiliates comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-828-456-7311.

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-828-456-7311。