



Welcome!

Gateway Surgery Center is pleased with the decision you and your physician have made to utilize our facility. We want to make your upcoming visit as comfortable and pleasant as possible.

Our Center was founded to provide patients and physicians with the finest quality health care at an affordable cost. We provide excellent care in a warm, personalized setting. Gateway Surgery Center offers today's most sophisticated outpatient techniques and advances in surgical monitoring and equipment. Procedures are performed in safe, clean surroundings by an experienced, caring staff for those patients whose surgical needs do not require a hospital stay. Because we *specialize in outpatient surgeries and procedures*, we can devote individual time and attention to you. After all, wouldn't you rather be at home that evening, in your own bed or easy chair, surrounded by your family and friends?

We look forward to caring for you or your loved one. The more involved and informed you are, the more pleasant this experience will be. If we can be of any assistance, please call us at (704) 920-7020.



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## EXPECTATIONS

- Please call 704-920-7049 the day before your procedure **from 2:00 p.m. - 4:30 p.m.** for your **arrival** time. Please call Friday for Monday's arrival time.
- You will be asked to arrive 1 to 2 hours prior to your scheduled appointment time to allow for admitting and pre-procedure preparation.
- Please read the sample patient consent form included in this folder prior to your arrival. Please **do not sign** this form; you will be asked to sign an identical form when admitted to our Center.
- If the patient is a minor, this form must be signed by a parent or legal guardian. **If you are not the biological parent, you must provide legal guardianship documentation or custody papers.**
- **If you are the legal guardian of an adult patient, you must bring proof of durable medical power of attorney with you.**
- **Please complete pages 15 and 16 of the packet and bring with you the day of your procedure.**
- Please have your driver/responsible person check in with you at the front desk upon arrival. We will ask that this person provide us with their cell phone number. We request that your driver/responsible person stay at the facility during your procedure.
- If the patient is a child, a parent or guardian **MUST** stay in the facility at all times.
- The use of audio and video recording devices by patients and visitors is prohibited at Gateway Ambulatory Surgery Center.
- Picture ID is required at time of registration. Parent(s) of minors must show picture ID upon arrival.

### Visitor Information:

- Please see the map (located on the back of this folder) for directions to our Center.
- Parking is provided at no cost.
- We ask that you only leave the center if absolutely necessary. If leaving, you must provide your cell phone number to our staff.
- Refreshments and reading materials are available in our lobby for your convenience.
- WiFi is available in the visitor lobby.
- You may want to bring a sweater or jacket as the lobby can be cool at times.
- Due to safety concerns, children may not be left unattended.
- The doctor will speak to the family or significant others after the patient's surgery/procedure.
- In an effort to maintain the privacy of all patients, only two (2) visitors are allowed in a patient room at one time. Additional visitors will be asked to remain in the waiting room.



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## BEFORE YOUR SURGERY/PROCEDURE

### How can I prepare for my surgery?

Careful attention to the following instructions will help ensure your comfort and reduce the possibility of complications or delays.

This brochure contains information from your doctor on how to prepare for your surgery/procedure. **Please read these instructions as soon as you receive them.** The instructions will have information on diet and what the doctor needs you to be aware of **before** the surgery/procedure.

- **Important:** Fill out the questionnaire located on pages 15 and 16 and bring with you the day of your procedure. This will help expedite your admission process. We realize you may have already provided this to your doctor; however, it is important on the day of your procedure to double-check this for your safety.
- We make every effort to adhere to scheduled appointment times; however, unforeseen delays may occur.
- **Make arrangements to be driven home by a responsible adult** - This is **required** of all patients. Public transportation (taxi, bus) is only acceptable if accompanied by a responsible adult. **Anyone without a driver will be cancelled or rescheduled for another day.**
- **Do not eat or drink anything** (including water, mints or chewing gum) after midnight the day before surgery, unless indicated otherwise by your physician or anesthesia.
- **Bathe or shower and brush your teeth (taking care not to swallow any water)**, the morning of surgery.
- **Medications:** If you have been told to take a medication that morning, you may take it with a small sip of water.
- **Diabetics:** Please follow your doctor's instructions about your diabetic medication. If you have questions about this, please contact your doctor's office. *If you are taking Diabetic Pills please ask the nurse about specific instructions regarding holding diabetic medications.*
- **Notify your doctor** about any allergies to latex and/or rubber.
- Please complete the list of all current medications you are taking **along with** the questionnaire located in the back of this folder. **You will need to bring this with you on the day of your procedure.**

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- **Inform your doctor about any medications** you are taking including aspirin, blood thinners, herbs, vitamins, or diabetic medications OR if you have a pacemaker or internal defibrillator. (If you have asthma, or use an inhaler, please bring your inhaler with you.)
  - **It is recommended that you stop smoking** before and after your surgery/procedure.
  - **If you suspect that you are pregnant**, please notify your doctor. Anesthesia and certain medications may be harmful to your pregnancy.
  - **If you have experienced any health changes or elevated temperature** since your last office visit, **Notify your doctor.**

Fever, colds, flu, or signs of infection may require your procedure to be postponed. If you are having abdominal or rectal surgery, ask your doctor if you need an enema or bowel prep before arriving.

- **Leave jewelry** (including navel, tongue rings, and other body piercing jewelry), **contact lenses, and other valuables** at home for safekeeping. **Bring** eyeglasses for paperwork.
- **Wear flat**, comfortable slip-on shoes.
- **Wear comfortable, loose, daytime clothing**  
(Special consideration should be given with regard to buttons, sleeves, zippers, etc.)
- **Bring crutches, foot boots, ice buckets**, and other ambulatory aids or supplies that you will need or have been told to purchase by your doctor.
- **Bring picture ID, insurance cards, method of payment, and medical information.** Please check with your insurance company for pre-admission requirements.
- **Please inform your doctor or the Center** if you have any special communication needs. We will attempt to meet your needs.
- **Please notify the Center** if you have any religious or cultural issues that would affect your health care.

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## AFTER YOUR SURGERY/PROCEDURE

You will be moved to our fully-equipped post anesthesia care unit where you will remain under close observation by the anesthesiologist and our nurses until you are medically ready to go home. Although the length of stay in the post anesthesia care unit varies according to the type of procedure and your doctor's instruction, most patients are discharged within 1 hour after their procedure.

### What precautions should I take after I am home?

Your surgeon will provide post-operative instructions regarding diet, rest, and medications. The Center will provide you with a written summary of these instructions.

Please follow these general instructions for your safety after your surgery/procedure:

- YOU MUST HAVE A FAMILY MEMBER, CLOSE FRIEND, OR RESPONSIBLE ADULT DRIVE YOU HOME. (This person must be 18 years or older.) This individual will be responsible for receiving discharge instructions following your procedure.
- PLAN TO HAVE SOMEONE STAY WITH YOU FOR 24 HOURS.
- ARRANGE FOR CARE OF YOUR CHILDREN.

**If you have any unexpected problems, please call your doctor.** A nurse from the Center will attempt to contact you within a day or two after your visit to check on your condition. The nurses who contact you will not have any results of your test or lab work. These results are made available to your referring doctor, and then to the patient according to each doctor's office practice.

## ATTENTION: FAMILIES OF PEDIATRIC PATIENTS

*Children frequently wake up from anesthesia in a confused manner. They may appear irritable, combative, or disoriented during the recovery phase. Do not be alarmed, this is considered a normal reaction to anesthesia in the pediatric population. Although your child may be discharged before their temperament returns to normal, children recover faster when they return to familiar surroundings. Your child will not be discharged until they are in a medically stable condition.*

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## FINANCIAL INFORMATION

### CHARGES:

Charges for Gateway Surgery Center and your Physician are separate. The facility (Gateway Surgery Center) charges include the use of the operating / procedure room, nursing staff, medications and most supplies. Your surgeon, anesthesiologist, certified nurse anesthetist, radiologist and pathologist (if applicable) will bill you separately for their services.

### CONTACTING OUR INSURANCE DEPARTMENT:

When you are scheduled for a procedure and / or surgery by your Physician's Office, we will contact your insurance carrier as a courtesy for verification of coverage.

After identifying the extent of your coverage, we will determine your financial responsibility. In most cases, we should be able to estimate the cost of your surgery / procedure beforehand. We will contact you either by phone and / or mail to make you aware of your financial responsibility. Your responsibility includes co-payments, deductibles, co-insurance, and any out of pocket amounts determined by your insurance carrier. **Any unpaid balance is due within 60 days of the date of service.** Full payment for the co-pay, deductible, and co-insurance is requested upon admission.

We make every effort to advise you of the amount prior to admission. If you have not been contacted by the Gateway Surgery Center Insurance Verification Department within 48 hours of your procedure, please call 704-920-7089.

### PAYMENTS:

For your convenience, Gateway Surgery Center accepts Master Card, Visa, American Express, Discover, Personal Check (with a valid's driver's license) and cash.

**Uninsured, cosmetic, and self-pay patients will be required to pay for services on or before the admission date.** Patients with verified insurance are encouraged to pay their estimated portion on or before the day of their surgery/procedure.

For your convenience, pre-payment can be made prior to your visit by contacting the Insurance Verification Department at 704-920-7089.

Gateway Surgery Center will bill your insurance company as a courtesy; however, the remaining balance is the patient's responsibility. **Any unpaid balances are due within 60 days of your visit to avoid collection proceedings.**

The Center is willing to work with patients on an individual basis in regard to financial matters. Interest-free payment plans are offered through a partnership with Care Credit (800-365-8295 or [www.carecredit.com](http://www.carecredit.com)). For questions or assistance in applying, please contact our Business Office at 704-920-7045.

