

## Important Information Prior to your Pain Procedure At Bethesda Orthopedic Surgery Center

***Our goal is for you and your guest to have the most positive experience possible at our surgery center. The following information is to help you prepare for your visit at Bethesda Orthopedic Surgery Center***

- 1.) Bethesda Surgery Center is owned and operated by Bethesda North Hospital / TriHealth.
- 2.) Having surgery/procedure can cause anxiety and stress on you and your family. We understand this. However, our focus is providing you the safest and most successful outcome. We are dedicated to the patient and follow all policies and procedures that are set forth by many local, state and federal agencies. We are also Accredited by The Joint Commission and Certified through The Centers for Medicare and Medicaid Services.
- 3.) All billing and payment policies and procedures have been set and approved by TriHealth, Inc.
- 4.) **Your physician/surgeon's office is responsible for:**
  - Selecting the time / date of your procedure – **YOUR ORIGINAL SCHEDULED TIME MAY BE MOVED, YOU WILL BE NOTIFIED BY YOUR PHYSICIANS OFFICE**
  - Discussing your anesthesia or sedation requests
  - Scheduling the appropriate procedure
  - Arrival time to Bethesda Surgery Center (some physicians require different arrival times in case they are running earlier than expected)
  - Contacting your insurance company for prior authorization.
  - Arranging post-operative instructions and follow-up plans
  - Surgeon's office scheduler will provide you with a pamphlet for the Bethesda Surgery Center and a History and Physical form (required to be completed within 30 days of your surgery). Patients may require additional blood work, clearance from a specialist and/or diagnostic testing prior to the day of surgery due to health conditions and/or medication. A form will be provided to you to bring to your doctor that gives instructions for blood work. Bring this with you along with the History and Physical form
- 5.) The surgery center provides surgical suites to multiple physicians. It is very common that the center will have 4-5 physicians in the center at one time. Seating is limited in the waiting room, therefore, we advise **limiting to 1 guest during the visit.**
- 6.) The center provides coffee, hot chocolate and water to guests. There is also a vending machine located on the 3<sup>rd</sup> floor next to the suite. This is for patient safety. The waiting room has Wi-Fi, TV and magazines.
- 7.) The surgeon will meet you outside the pain room or preop area only. The surgeon will not visit the family after the procedure unless he/she feels that it is necessary.
- 8.) Typically a patient's time throughout their visit depends on many important factors. Patients are scheduled according to the best estimation from their surgeon. If you are scheduled for a pain procedure, you can estimate your time in the facility to be an hour to two hours. The pain clinic goes very fast, so we ask that you provide adequate transportation from the facility to home. Your ride needs to be at the center waiting for you. **If you receive any sedative medication at the center, you must have a ride home.**
- 9.) Family/friends do not visit in the preoperative area or the recovery area during your visit due to our efficiency during our pain clinic.
- 10.) It is very important that the patient's family / friend(s) understand that the surgery center will do the best to be as efficient as possible, but there are no guarantees to the wait time. Our priority is the patient. The staff and physicians will spend the necessary time with the patient in all phases of care to ensure the patient's safety. Sometimes this can cause procedure delays, but we will do our best to inform your guest of your progress.
- 11.) Lastly, we want you and your family/friend(s) to have a positive experience at the center. You may be randomly chosen to participate in a phone survey from TriHealth, Inc. Your feedback is very important to the staff and physicians. If you rate us below a "10" on the overall score, we have failed to meet your expectations. We welcome your comments and suggestions.

**Please share this information with your family / friend(s).**

**If you have any questions please feel free to contact us at 513-346-6900.**