

Important Information Prior to your surgery 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 Orthopedic Surgery Center is owned and operated by Bethesda North Hospital / TriHealth.
- 2.) Having surgery 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 surgeon's office is responsible for:
 - Selecting the time / date of your surgery.
 - Arrival time to Bethesda Orthopedic 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 devices (slings, crutches, ice coolers etc.).
 - 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 1-2 guests during the visit.
- 6.) The center provides coffee, hot chocolate and water to guests. There is also a vending machine located on the 3rd floor next to the suite. This is for patient safety. If your guest would like to step out for breakfast or lunch there are many restaurants within ½ mile from the center (request a map at the front desk). Guests are permitted to leave the premise only if there is a reliable cell phone number (in case of an emergency) to reach your guest(s). We ask that the person who will be waiting for you only be away from the center a short time. The waiting room has Wi-Fi, TV and magazines.
- 7.) The surgeon will see you only before your surgery. After your surgery the surgeon will speak to the person(s) waiting for you. The surgeon will explain the findings and further instructions for post operative care.
- 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. A patient can expect to be in the center up to (estimated) 3-5 hours depending on the type of surgery. Some surgeons require you to be at the center 1-2 hours prior to surgery. You can expect to be in the preoperative area at least 1 hour prior to surgery, in surgery for 1-3 hours and at least 1 hour in recovery. However, at times, surgery can take longer than planned. If there is any concern, please contact the front desk for an update and we will do our best to communicate any issues to you.
- 9.) 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 surgery delays, but we will do our best to inform your guest of your progress.
- 10.) 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. We hope that we have earned the highest possible scores. If you rate us below the highest scores, we have failed to meet your expectations and we would welcome hearing 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.