

Dear Surgical Guest,

Welcome to Children's North Surgery Center. Please read the following for important information regarding your surgical procedure.

- Registration personnel from Children's North Surgery Center, LLC will obtain your demographic and insurance information from the physician's office. The business office may call you prior to admission to review demographic and insurance information, as well as to provide an estimate of financial responsibility.
- **Prior to your scheduled procedure**, a nurse will call you to obtain a medical history. You will need to provide a list of your current medications, so please have available for the call. If it is more convenient, please call 720-777-9545 option 1 to discuss your medical history.
- Based on your current medications and medical history; a physical exam, diagnostic lab tests, X-rays, and/or EKGs may need to be completed prior to your surgery. These are not routinely performed on all surgical patients, but review of your medical history by the nurse is important to provide you with instructions regarding completing any identified follow up or tests.
- All patients will be going home the same day of surgery. If you are an adult having surgery, ***it is required*** that someone else drive you. If you are using public transportation to return home, you must have a responsible adult to escort you home. It is ***strongly suggested*** that someone stay with you until for 24 hours.
- **Call your surgeon's office** if you develop a cold, sore throat, fever or any other illness that occurs ***within 48 hours*** of your or your child's surgery.
- **DIETARY RESCTRICTIONS: Do not** eat or drink anything after the time given to you by Children's North Surgery Center team members. This includes no gum, hard candy, cough drops, coffee, tea, or water. ***This is very important for your safety - If you do not follow these instructions, your procedure may be cancelled.***

WHAT TO BRING:

- Bring any surgical packets given to you by surgery center or physician
- Bring your insurance card, a photo ID, any legal guardian paperwork, and payment for copay and/or deductible
- Bring a case for contacts, glasses, and/or partials/dentures.
- Bring crutches if having knee or foot surgery, but leave in vehicle for use after discharge
- Bring any icing devices, slings, and/or braces that have been provided to you or your child prior to surgery
- ***Leave all jewelry and valuables at home*** - Children's North Surgery Center ***cannot be responsible*** for valuables.
- Wear loose fitting comfortable clothes.
- Please ***do not*** wear makeup, deodorant, creams or lotions.

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Directions to Children's North Surgery Center:

Our address is: **469 W. State Highway 7, Suite 2 Broomfield, Colorado**

I-25 North: Go North on I-25 to exit 229, CO 7 toward Lafayette/Brighton. Turn Left onto CO 7, Children's North Surgery Center will be on your right side.

I-25 South: Go South on I-25 to exit 229, CO 7 toward Lafayette/Brighton. Turn Right onto CO 7, Children's North Surgery Center will be on your right side.



Children's North Surgery Center Mission Statement

High quality family centered care will be provided to our patients by a team committed to optimal surgical and procedural outcomes.

Children's North Surgery Center does not discriminate on the basis of race, color, national origin, age, or disability; in admission of, access to, treatment, or employment in, its programs and activities.

To obtain information about Advance Medical Directives, please see our website at www.childrensnorthsurgerycenter.com and click on the "Advance Directive" icon or call Colorado Healthcare at 1-800-658-8898.

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Pre-Admission Instructions for Surgical Patients Receiving Anesthesia:

- ✓ **Bring a photo ID** (primary insured party do need to present, minors do not need ID), your insurance card, and your form of payment.
- ✓ **Bring the folder** that you or your child received from the surgeon in the office.
- ✓ **Do not eat or drink anything prior to arrival time instructions** – this includes water, hard candy, chewing gum, breath mints and/or chewing tobacco after midnight the night before surgery, unless otherwise directed by Children's North Surgery Center team member.
- ✓ **It is okay to shower and brush teeth** the morning of you or your child's surgery.
- ✓ **Wear loose, comfortable clothing.** If having a shoulder surgery, please wear or bring a large button down shirt for discharge home. Sleeves, legs, and waistbands should be loose enough to fit over bandages, splints, or braces.
- ✓ **Pediatric patients may bring** an empty bottle, sippy cup, pacifier, extra underwear or diapers (if applicable), comfort item, **but no blankets**.
- ✓ **Bring a list of medications** you or your child is currently taking, including vitamins and herbals.
- ✓ **Leave all valuables at home** – including wallet, money, jewelry, and laptops. CNSC cannot be responsible for their safety.
- ✓ **Please remove all metal piercings and jewelry.**
- ✓ **Bring case for contacts, glasses, and/or partials/dentures.**
- ✓ **Bring inhalers** if you or your child has asthma or emphysema.
- ✓ **Bring CPAP and/or mouth piece** if you or your child use one at home for sleep apnea.
- ✓ **If you or your child requires insulin, please bring insulin, syringes, and glucometer.**
- ✓ **Do not wear any lotion or makeup** on face or body the day of surgery.
- ✓ **Do not take any medications containing aspirin, vitamin E, fish oils, omega fatty acids, herbs, or weight loss products for at least seven (7) days prior to the procedure.** If you or your child has taken any of the above, please inform your surgeon as soon as possible.
- ✓ **If you or your child requires blood thinning medications for their heart,** like Aspirin, Coumadin, or Plavix, contact your cardiologist or primary care physician for guidance regarding when it should be stopped and restarted.
- ✓ **A responsible adult must accompany patients over age of 18 years of age or emancipated minors** to Children's North Surgery Center. This adult must be available to both drive you home and stay with you through the night. Parents of minors **absolutely cannot leave while facility** during child's stay - they must remain in the waiting area or adjacent lobby.
- ✓ **You may not take a taxi, bus, or any form of public transportation home by yourself** – only exception would be if you have a responsible adult accompany you home.
- ✓ **Children's North Surgery Center does not provide crutches.** If you are having leg, knee, ankle, or foot surgery the surgeon may require crutches. If so, please arrange to have them prior to your surgery and bring them with you for use after discharge. Some local stores offer crutches for purchase, such as King Soopers, Rite Aid, and Walgreens. You may also try your local community service organizations such as a Senior Center or Goodwill.

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Pre-Admission Instructions for Surgical Patients Receiving Anesthesia continued:

- ✓ **If your surgeon pre-arranged for any durable medical equipment** - such as an ice machine, brace, boot, or sling – please bring these with you day of surgery.
- ✓ **Call your surgeon's office if you or your child develops a cold, sore throat, fever, or any other illnesses that occur within 48 hours of surgery.**
- ✓ Please feel free to bring reading material or your own digital music and headphones.
- ✓ **If you have any questions regarding your or your child's procedure**, please contact your surgeon's office or the Children's North Surgery Center at 720-777-9545.
- ✓ **Serious complications** such as vomiting, inhaling fluid into lungs, and pneumonia could arise with even small amounts of food or water in the stomach. Since children can forget, **please monitor closely.**
- ✓ **You must inform nursing staff** if your child accidentally eats or drinks anything after the instructed time for food and/or liquids.
- ✓ **Non-compliance will result in cancellation of surgery for patient safety**

Instructions for after your surgery:

After surgery, you or your child will receive care in the "Post Anesthesia Care Unit – otherwise called PACU." The nurse(s) will closely monitor you or your child during the recovery, and once you are able to transfer from your stretcher to a rocker or chair, a family member will join you. If a minor, parent or legal guardian will be brought in after child has established a safe airway. In most cases, depending on the procedure, you or your child will be ready to leave the facility in 30 minutes to 2 hours following completion of surgery.

Before discharged home, the nurse will review home care instructions with you and/or the caregivers. A copy of these instructions will be sent home, please keep handy in case you or your child would require follow up care at urgent care or emergency room.

- **Have someone stay with you for the first 24 hours after surgery. Please review your individualized discharge instructions for additional information on post-operative care and restrictions.**
- Take it easy until physician says you or your child can return to your normal routine.
- It is natural to experience some discomfort in the area of the operation.
- You or your child may experience some drowsiness or dizziness, depending on how you or your child recover from anesthesia received or *on the amount of pain medication you or your child are currently receiving at home.*
- Do not drive, operate heavy machinery or power tools, cook, drink alcoholic beverages, smoke, make legal decisions, or take any medications not prescribed by the physician for at least 24 hours following surgery.

A member of the Surgery Center staff will call at 48 hours to see how you or your child is feeling.

Please contact your physician if you or your child is experiencing any problems after surgery.

If you cannot contact your doctor, but feel the concerns warrant a doctor's attention, call or go to the emergency room closest to you.

Frequently Asked Questions:

General Questions:

Where can I find directions to Children's North Surgery Center?

Follow this link <http://www.childrensnorthsurgerycenter.com/contact-us/> to maps and directions page to obtain driving directions and parking information.

What are the hours of operation for Children's North Surgery Center?

Our clinical hours of operation are 6:00 am to 6:00 pm. Business office hours are 8:00 am to 5:00 pm.

Does Children's North Surgery Center have a parking lot?

Yes, there is free parking provided to our visitors. There are two parking lots, one south and one east of the building.

Do you have a cafeteria at Children's North Surgery Center?

There is not a cafeteria in the facility, but there is a Bistro across from the vending machines which has a variety of hot/cold items available for purchase. There also is a soda and snack machine located on the main floor, east end of the building. We do not allow food or drink in the surgical waiting area due to young ones awaiting surgery, but there is space in the main lobby to sit and enjoy.

What does NPO mean?

NPO stands for "nothing by mouth". This includes water, gum (gum increases natural saliva production), hard candy, chewing tobacco, food and drink.

What should I wear the day of my procedure?

- ✓ You or your child will be provided with surgical gown for your procedure. Please wear loose, simple, comfortable clothing and walking shoes. For example, loose button-up shirts are best for shoulder surgeries.
- ✓ For lower extremity orthopedic surgeries, loose shorts or sweatpants are recommended. Wear something that will easily accommodate a bandage, cast or other type of dressing at surgical site.
- ✓ If you or your child wears contacts or glasses, bring a case or container to store them during surgery. They will be left with a caregiver at the time of surgery.
- ✓ All jewelry and piercings need to be removed in case of swelling, or to accommodate specific instrument use during surgery.
- ✓ Please remember that although you or your child may brush their teeth the day of surgery, do not swallow large amounts of water.
- ✓ Please shower or bathe the night before or day of surgery.
- ✓ Please leave all jewelry and valuables at home.
- ✓ Please keep in mind what procedure is being performed and bring clothes that are appropriate for the return home.

Why do I have to arrive so early before my surgery?

- ✓ There are many things we need to do to prepare for your surgery, (i.e. take your temperature, blood pressure, heart rate, listen to your lungs and heart).
- ✓ If the patient is over the age of 12, we will be putting in an intravenous catheter or IV for surgery. The placement of this small plastic catheter in the vein provides fluids and medications.
- ✓ We may also have to clip hair around and/or wash the surgical site.
- ✓ This time allows for us to answer any final questions you may have in regards to your surgical visit. An anesthesia provider will also visit with you prior to surgery.

Will I have my surgery at the time I am scheduled?

The scheduled surgery time is an estimated time. Occasionally, the scheduled time may change the day before, or the day of surgery, due to a surgeon's schedule changes to meet the needs of urgent or emergent procedures. We will make every effort to meet the expected surgery time and keep you and your family informed of any delays. If you have any questions or concerns, please direct them to any Children's North Surgery Center staff member.

Pre-Procedure:

What is the reason behind not eating or drinking for so long before surgery?

If the stomach is not empty upon receiving anesthesia, there is the risk of vomiting which can lead to serious complications.

Do I need crutches?

If you or your child is having surgery on your lower extremities, ask your physician if you will need crutches. If possible, please bring the crutches with you.

What should I bring the day of surgery?

- ✓ All jewelry and piercings need to be removed.
- ✓ Please leave all valuables at home.
- ✓ Bring any paperwork you were given.
- ✓ Bring your insurance card, a photo ID, and a form of payment if you have been notified of a co-pay or deductible amount due on the day of procedure.
- ✓ Bring inhaler, CPAP, and insulin if requested by physician or Children's North Surgery Center representative.

What should I bring the day of surgery? (Continued)

- ✓ Bring crutches, ice machines, support garments or any other item(s) physician requested bringing on the day of surgery.
- ✓ Bring a case for your glasses and/or contacts.
- ✓ Bring a list of all current medications, including vitamins and herbals.
- ✓ Children can bring a toy or comfort items, but please no blankets.

Who should accompany the patient on the day of surgery?

- ✓ If you are an adult having surgery, then you will need to have a person that can drive you home **and** stay with you for the first 24 hours.
- ✓ If you are a child having surgery, a parent or legal guardian must be present to consent and discuss the procedure with the anesthesia provider and surgeon/dentist.
- ✓ We do not have the capability or personnel to “watch over” other children while you are with your child or patient in the pre-surgical or recovery areas. If possible, make arrangements for someone to care for your children the day of the surgery.
- ✓ **Please limit the amount of family members that arrive with you the day of surgery.** Parents or legal guardians are allowed in the pre-surgical and recovery area.
- ✓ **NO ONE** under the age of 18 is allowed in the Post Anesthesia Care Unit. To ensure our patients' privacy and patient safety (infection prevention), this age requirement includes siblings, boyfriends, girlfriends, or babies.

Post-Procedure:

Will I be able to see my family after my surgery?

For a period of time, you will be in the recovery room. One friend or family member may join you in the post-operative recovery room depending on your nursing needs.

How will I feel after my procedure?

- ✓ You or your child may feel cold or have some chills. Warm blankets are available in the recovery area as surgery rooms tend to be on the cooler side.
- ✓ You or your child may feel groggy and tired.
- ✓ Noises and smells may seem louder or stronger than usual. We try to limit outside noise or smells in the recovery area due to this increased sensation. This is why the number of family members is limited in the recovery area while patients are recovering from anesthesia.
- ✓ Vision may be blurred or may feel like you are in a fog. This is a common occurrence with the medications that are given for surgery and pain control.
- ✓ The surgical area may be painful or ache. The nurses will assess and give pain medications as ordered by your physician.

How long will I be in recovery?

- ✓ Everyone reacts differently to surgery and anesthesia; therefore, recovery time depends upon the individual.
- ✓ Patients are encouraged to sit up and breathe deeply as soon as possible after surgery; recovery time averages between 45 and 90 minutes.
- ✓ At Children's North Surgery Center, our patients are healthy people having surgery in an outpatient setting and many patients prefer to recover in the comfort of their own homes. Discharge and continued recovery at home decreases the health care acquired infection risk.

How long will I be in recovery? (Continued)

- ✓ When the patient is awake, condition is stable, pain is controlled, and you feel ready to go home, the nurse will review post-operative instructions with the responsible party or caregiver to discharge home.
- ✓ With faster recovery times, nurses must focus on the patients and be sure that the caregiver understands at-home needs. These faster recovery times limit the amount of time patients will have to visit with family and friends while at Children's North Surgery Center.
- ✓ Since the patient will have received general anesthesia, you will need to have a responsible adult with you or your child for the first 24 hours to help with care. Patient safety is our primary concern.

What can I do to minimize pain after surgery?

- ✓ If you are having a surgical procedure, it is normal to experience pain afterwards. If you have been given a prescription for pain medication(s), fill it as soon as possible.
- ✓ Stay on top of your pain by taking the pain medication when you first become aware of pain sensations.
- ✓ Remember to always eat before taking pain medications to avoid nausea.
- ✓ To minimize pain after an orthopedic procedure, ice and elevation of the affected extremity will help minimize swelling, therefore reducing pain.
- ✓ Detailed discharge instructions regarding pain management and post-operative instructions will be provided based on your specific surgery.

Do I need someone to drive me home and stay with me after my procedure?

- ✓ Yes, you will need to have a responsible adult take you home after any procedure. This is for your safety.
- ✓ You will need someone available to assist you at home.
- ✓ Patients cannot drive for 24 hours after being sedated or receiving anesthesia.

When can I resume my usual activities?

- ✓ Your physician will discuss any limitations and when to resume your usual activities. Information on the resumption of activities will also be included in your individual discharge instructions that will be reviewed by the nurse prior to discharge. Should you have any questions, please do not hesitate to ask.
- ✓ Activity should be limited during the first 24 hours following your procedure and rest is encouraged.

What signs or symptoms are important to watch for?

- ✓ Excessive bleeding or drainage from the surgical site
- ✓ Signs of infection (redness, swelling, heat, increased pain, red streaks)
- ✓ Fever of 101 degrees or higher
- ✓ Difficulty breathing

What signs or symptoms are important to watch for? (Continued)

- ✓ Excessive pain
- ✓ Excessive nausea and vomiting
- ✓ The inability to urinate.

Any of these symptoms must be reported to your physician immediately. For any other concerns or problems, contact your physician or the Children's North Surgery Center at 720-777-9545. **In case of an emergency, call 911.**

Contacting Children's North Surgery Center:

Who do I contact for questions regarding payment or insurance coverage for an upcoming procedure?
Please contact the Children's North Surgery Center Business Office at 720-777-9545, option 2.

Who do I contact for questions regarding my bill?
Please contact Specialty Billing Solutions at 877-852-7552. Please identify Children's North Surgery Center as your surgical facility to ensure you are connected to the correct representative.

Who do I contact for questions regarding preoperative clinical questions?
Please call 720-777-9545, option 3 and ask to speak to a pre-surgery nurse. If your call goes to voice mail, please leave a message as we check for voice mail frequently throughout the day.

Who do I contact for questions regarding lab or pathology results?
Please contact your physician's office as they receive these results and can pass them on to you.

Who do I contact for questions regarding medical records?
Please contact the Children's North Surgery Center Business Office at 720-777-9545, option 2.

Who do I contact if I have a grievance or complaint?
Please call the Children's North Surgery Center at 720-777-9545 - ask to speak to a Management Representative to file a formal grievance or complaint.

Billing and Payment Policies:

The insurance and billing process can be confusing. Each person's plan can vary from one patient to the next with each plan having its own benefits or exclusions.

It is your responsibility to contact your insurance company to verify your participating provider network. You should also be aware of the specific benefits or exclusions that pertain to your plan. The customer service number for your insurance carrier can be found on your ID card.

After we receive your scheduling and insurance information from your physician's office, Children's North Surgery Center will contact your insurance carrier and verify eligibility and medical benefits for services at our ambulatory surgery center.

If a co-pay or deductible payment is required you will be contacted by our office. This payment is due on or before the date of service. We will make every effort to work out payment arrangements prior to your date of surgery. ***We accept cash, VISA, MasterCard, and Discover payments. A check is accepted if the amount is \$500 or less. Amounts over \$500 must be in the form of a cashier's check or money order.***

If Children's North Surgery Center does not participate in your insurance plan, ***you can still receive services here. However, your insurance company will consider our services as "out of network", and you may be responsible for paying more of the bill.***

Preparing for Your Visit

Please bring these items with you to the ambulatory surgery center:

- Insurance cards;
- Valid driver's license or state identification card;
- Payment for your co-pay, deductible, and any services that are not covered by your health insurance plan

Self-Pay

Self-pay patients are expected to pay in full prior to any scheduled service. Where possible, we will estimate the required payment when you schedule your service. Please contact our business office directly at 720-777-9545 for price estimates.

Physician Bills

You will receive separate bills from the physicians (surgeons, anesthesiologists, etc.) involved in your care. If you have questions or concerns about those bills, call the physician's office or the customer service telephone number on your insurance card.

Keeping Records

It's your responsibility to ensure that your health benefit plan meets its obligations to you and pays everything it should. An important step in doing that is to keep every healthcare (and physician) bill you receive. Likewise, keep all the documentation sent by your health insurance plan. In this way, you can compare the payments made by your insurance company against your health benefit plan.

Questions about Your Bill?

If you have questions prior to your date of surgery or procedure, please contact the business office at 720-777-9545.

If your questions pertain to a visit which has already taken place, please contact our billing service (PINNACLE III's Specialty Billing Solutions) directly at 877-852-7552. Please specify your surgery center as Children's North Surgery Center to ensure you are connected to the correct representative.

Information about Billing Procedures

Using information obtained from your surgeon's office, our business office staff will call your insurance company prior to surgery to verify your medical benefits for our facility charge. ***We will secure any information regarding co-payments, coinsurance, and/or deductible amounts that will be your responsibility.*** Payment of your share of charges is expected in full prior to or on the day of your procedure.

Your insurance company will receive a bill for the services provided by Children's North Surgery Center. This covers your preoperative evaluation, most supplies and medications, equipment, personnel, and use of the operating and recovery rooms.

If you have no insurance or if you're insurance does not cover the procedure to be performed, ***please make arrangements to pay the Surgery Center facility fee before or on the day of the surgery.*** For your convenience, we accept cash, personal checks and Visa/MasterCard.

In addition to the facility fee charges, you will/may receive separate bills for the following services: Your Physician or Surgeon, Anesthesia (if you received general anesthesia or it was necessary for a nurse anesthetist or an anesthesiologist to be available for your procedure), Laboratory tests, if they were required by your physician, and/ or Pathology, if tissues or specimens were removed during surgery. Any questions regarding these services should be directed to the billing offices of the appropriate provider.

Our business office staff will be happy to answer any questions you may have regarding insurance coverage or billing procedures if you call 720-777-9545.



Information about Your Bill:

Thank you for choosing Children's North Surgery Center for your healthcare services. We appreciate the opportunity to serve you.

Our billing services are provided by PINNACLE III'S Specialty Billing Solutions, a centralized billing office located in Denver, Colorado. They are responsible for filing claims with your insurance carrier as well as collecting any balances attributed to your responsibility by your insurance carrier.

Specialty Billing Solutions employees may contact you regarding your insurance coverage related to Children's North Surgery Center in an effort to get your account paid appropriately. If your insurance provides 100% coverage and there are no other balances due, you may not receive a statement or bill.

The bill for any balances due will be sent to you by **Specialty Billing Solutions**. *Payment of any balance due is expected within 3 months.* If you are unable to pay your balance in full, please contact Specialty Billing Solutions to establish payment arrangements. You can also set up a payment plan on Children's North Surgery Center's website: www.childrensnorthsurgerycenter.com and click on the 'Pay Bill Online' button.

If you have questions regarding a bill or statement received, please contact Specialty Billing Solutions at the number listed below. They will have the information necessary to answer your questions and will be happy to assist you.

For billing questions:

Specialty Billing Solutions
PINNACLE III
(877) 852-7552 toll free

Please send payments to:

Children's North Surgery Center
P.O. Box 117444
Denver, CO 80217-74447