

Welcome

Welcome to the North Bay Regional Surgery Center

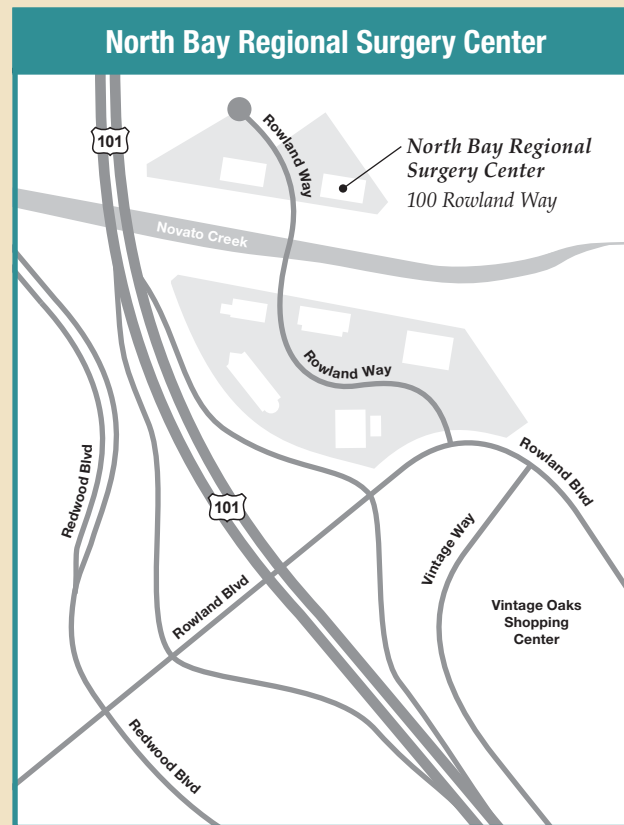


WE'RE DELIGHTED you've chosen our center and will do everything possible to ensure your comfort.

Our goal is to provide you with

the best experience possible. Our highly qualified team of medical professionals understands that caring for your health means taking the time to listen and do the little extras that help you relax.

The more relaxed you feel before your procedure, the more comfortable your experience will be. This brochure will help familiarize you with our center and answer your questions. If you have any questions not covered here, please let us know.



North Bay Regional Surgery Center is located on the first floor in the Sutter Medical Campus building at 100 Rowland Way, preceding Novato Community Hospital.

North Bay Regional Surgery Center, LLC
100 Rowland Way, Suite 145
Novato, CA 94945
Tel. 415-209-2500, Fax. 415-209-2501
M-F 6:00 a.m. – 5 p.m.
This is a non-emergency facility.

North Bay Regional Surgery Center is accessible to all patients regardless of disability.

www.northbayregionalsc.org

North Bay Regional Surgery Center

Located on Sutter Novato Medical Campus



 **North Bay Regional Surgery Center**
A Sutter Health Affiliate

Preparing for your surgery



The following instructions cover information common to most procedures. Because no two patients or procedures are alike, be sure to talk with your doctor to learn about any special instructions. If there are any discrepancies between the directions your physician gives you and those in this brochure, follow your doctor's instructions.

A nurse will contact you before your procedure to review this information with you. Please feel free to ask questions then – or at any time.

- **Transportation:** Make arrangements for a ride home following your procedure. You are not permitted to drive home after receiving anesthesia.
- **Food and Drink:** Do not eat or drink anything 8 hours prior to your procedure unless otherwise instructed.
- **Alcohol:** Do not consume any alcoholic beverages 24 hours prior to surgery.
- **Tobacco:** Do not smoke or use tobacco products 12 hours before surgery.
- **Medications:** Be sure to discuss your prescribed and over-the-counter medications with your physician. Ask if you need to modify your intake and the best way to do so. Avoid any over-the-counter medications including aspirin and ibuprofen during the week before surgery.

In the three days prior to surgery notify your surgeon if there is any change in your physical condition such as a cold, fever or flu symptoms. If you think you may be pregnant, notify your surgeon immediately.

Payment

The surgery center will verify your insurance benefits and obtain any necessary authorizations prior to your procedure. We also encourage you to contact your insurance company to understand the coverage for your procedure. You will be called and informed of your financial responsibility prior to your scheduled surgery date. Payment is due on the day of surgery. Cash, personal checks up to \$200 and credit cards are accepted. If you anticipate difficulty with your bill, please let us know before your procedure so we can work together to establish a fair solution.

The day of procedure

- Try to get a good night's rest before your procedure. A well-rested, well-cared for body heals faster.
- Remove all makeup, shower and wash your hair before surgery. Do not shave surgical area, use perfumes, moisturizers, deodorant or body lotions.
- If you brush your teeth after 11 p.m. the night before surgery, be careful not to swallow the water.
- Wear comfortable flat shoes (no high heels) and loose-fitting clothes that are easy to put on and remove.
- If you wear contact lenses or glasses, please bring a contact case and solution or glass case for safe keeping.
- You can bring your hearing aid, dentures, walker or crutches with you.
- Remove all jewelry, including all body piercings and metal hair clips, before arriving at the surgery center.
- Don't bring valuables with you, including laptops, cell phones or other expensive items.
- Bring your insurance card or information with you, in case we have any questions.
- Bring any paperwork, EKG, lab results, etc. that you may have been asked to bring with you.
- If you are the guardian or care giver of a **minor child** or you have **power of attorney** for a patient, you must bring paperwork showing legal verification with you.

When you arrive at the surgery center

Please check in at the front desk. Your paperwork will be reviewed and then you will be escorted to the pre-op area where your medical history will be updated and necessary vital signs will be taken. Your anesthesiologist will review your medical history and answer any questions. We make every effort to adhere to the surgery schedule and we appreciate your flexibility with any changes that might occur.

You may be connected to an intravenous (IV) unit that provides your body with necessary fluids during surgery.

Depending on the type of procedure, you will be given either local sedation or general anesthesia. Your nurses and anesthesiologist will talk with you before they begin administering any type of anesthesia or sedation.

After your procedure

On average, patients leave the surgery center about one to two hours after completion of their surgery. You'll receive specific instructions to take with you covering your

post-operative care. Be sure you and your care provider understand the instructions before you go home.

Do not be alarmed if you feel some discomfort near the surgical incision. Contact your physician if you believe you are experiencing severe or unusual complications following your procedure.

Below are general guidelines to follow:

- A responsible adult **MUST** drive you home. We recommend someone stay with you for the first 24 hours.
- Rest and relax until your doctor says you can return to your normal routine.
- Do not drink alcohol or drive while taking pain medication or within 24 hours of receiving anesthesia.
- Follow your physician's instructions regarding medication, dressings, rest and diet.
- Get as much rest as possible to allow your body time to heal. Taking good care of yourself in the first few days after surgery can speed your recovery and prevent complications.

If you notice excessive bleeding or have any other reason to think you need urgent help, call 911 or go to the nearest emergency room.

Your rights as a patient

As a patient, you are entitled to specific rights and treatment. If you feel you are not being treated in a fair manner, please call our administrator at 415-209-2500.

Please review our advance health care directive policy with the nurse during the pre-surgery call. For more information on advance directives, visit www.sutterhealth.org/health/hi_ahcd.html. You are not required to have an advance directive to receive care at the surgery center, however, if you have a directive please bring it with you on the day of your surgery.

Your physician and/or nursing staff should discuss all pre- and post-operational instructions with you prior to your procedure. Since every case is different, be sure that you understand what you need to do to prepare for and recover from your procedure. If you need additional advice, you can call your physician or our surgery center.

We appreciate the trust you have placed in our staff. We will make every attempt to honor that trust by providing the highest quality medical care you expect and deserve.