

Welcome

Thank you for choosing to receive care at our facility. Our state-of-the-art, accredited center is designed to provide you with safe, high quality health care in a comfortable and efficiently managed setting. Our team of medical professionals understands that caring for your health means taking the time to listen and doing the little extras that help you relax.

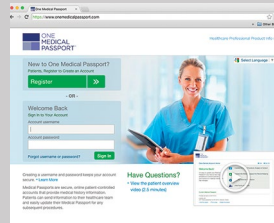
Please read the following information to help us familiarize you with our center and provide answers to many of your questions.

Pre Registration

Note: GI patients do not require One Medical Passport pre-registration.

www.onemedicalpassport.com

Instead of a lengthy screening phone call patients can use One Medical Passport to guide them through an easy online questionnaire to submit their medical information and review any disclosures and instructions. Patients enjoy the convenience of choosing when and where to enter their medical data as well as the ability to save, reuse and print their health history. Each patient's medical information is then immediately available to the facility in a consistent, legible format that allows staff to quickly review and verify it in advance of a call or a visit.



Your Procedure is Scheduled:

Date: _____

Time: _____

The Santa Rosa Surgery and Endoscopy Center is accessible to patients with disabilities and without regard to race, ethnicity, origin, color, creed, religion, sex or age.

For more information about our surgery center, visit our website at:

www.sutterhealth.org/facilities

Hours of Operation

Monday – Friday, 6:15 a.m. to 5:00 p.m.

Specialties at the Center

- ENT
- Cardiology
- Gastroenterology
- General Surgery
- Gynecology
- Spine Surgery
- Ophthalmology
- Oral/Dental Surgery
- Orthopedics
- Pain Management
- Pediatrics
- Podiatry
- Urology

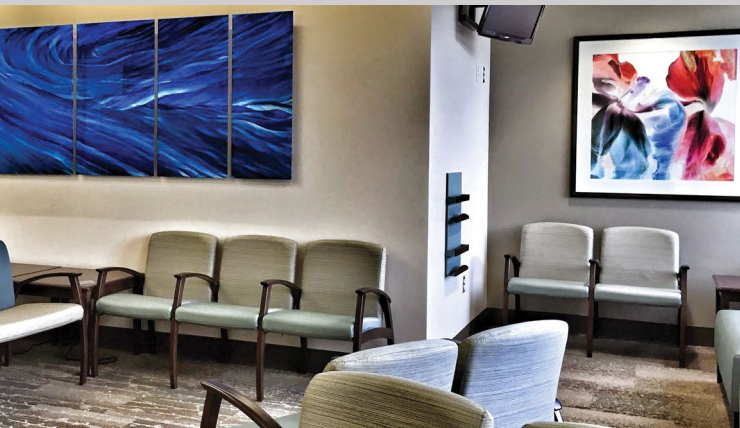
Patient Satisfaction

Your doctor and/or nursing staff will discuss instructions with you prior to and following 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, please call your doctor.

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.

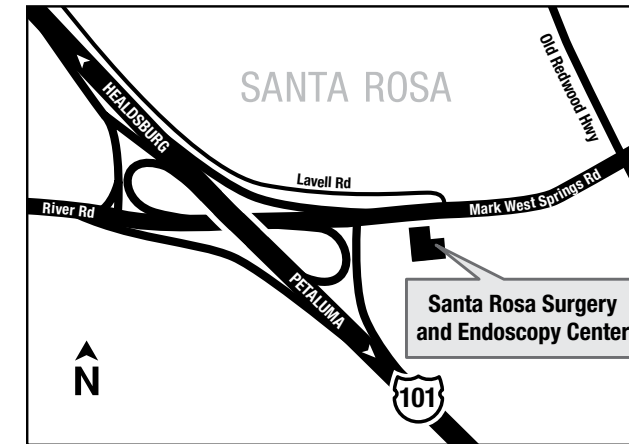
We are committed to providing our patients with quality service. For patient care comments, please call and ask for the Administrator.

(707) 541-3500



About Your Procedure at the Santa Rosa Surgery and Endoscopy Center

Map to Surgery Center



34 Mark West Springs Rd, Suite 100
Santa Rosa, CA 95403
(707) 541-3500

sutterhealth.org/facilities

17-SSC-0009381





Prior Notifications

You will be given the following verbal and written information prior to your procedure:

- Patient Rights and Responsibilities
- Notice of Privacy
- Physician Ownership Disclosure
- Policy on Advance Directives

A few days before your procedure, you will receive a phone call from our staff to evaluate your readiness and give instructions for your procedure.

Anesthesia

- Anesthesia is used to relieve pain and sensation during surgery. There are up to five types of anesthesia used in our various outpatient settings: general, regional, IV sedation, local and topical. Before the procedure, you will be given an intravenous sedative or medication to relax and make you comfortable during the procedure. Your doctor or your anesthesiologist will explain and determine the type of sedation or anesthesia best suited for you and your procedure.

1-2 Weeks Before Your Procedure

- You may be asked to stop blood thinning medications and nonsteroidal anti-inflammatory drugs (NSAIDS). Check with your primary care or prescribing physician about how long you should avoid these medications prior to your procedure. You may be advised to stop vitamins and herbal supplements as well. It is important to communicate to your doctor if you are taking any medications, vitamins and herbal supplements.
- Changes in your physical condition, such as cold, fever or flu-like symptoms or any cuts, scrapes or rashes near the procedure site, should be communicated to your doctor.

The Day Before Your Procedure

- Do not drink alcohol as this may affect your procedure.
- Ask a responsible adult companion (a friend or a family member) to drive you to and from the facility and stay with you after you return home. You will NOT be permitted to leave the facility unaccompanied and alone in a taxi. We will be forced to postpone your procedure if you do not have a responsible adult companion.
- If you are the guardian or caregiver of a minor child or you have a power of attorney for the patient, you must bring a copy of paperwork showing legal verification with you.
- Confirm date and arrival time for your procedure. A surgery center staff member will call you a few days before your procedure to inform you of the date, time of procedure and required arrival time to our center. The time of arrival is subject to change due to unforeseen circumstances.

The Night Before Your Procedure

- **Food or Drink:** From midnight to the time of your procedure, you should refrain from eating or drinking unless you have been instructed differently by the surgery center staff. **Be sure to follow restrictions on liquids and special instructions given to you.**

The Morning of Your Procedure

- **Medications:** Take medication for your heart or blood pressure with one sip of water the morning of your procedure. If you take insulin or oral diabetic medication, please follow your physician's instructions.
- If you use inhalers, a CPAP machine or insulin, you may be instructed to bring them with you to the center.

- Remove all jewelry, body piercings and metal hairclips.
- **Personal belongings:** Don't bring valuables with you, including laptops, cell phones or other expensive items.
- **Personal care for all procedures:** Remove all nail polish and makeup. Shower and wash your hair. Do not shave operative site, use perfumes, deodorant or lotions. Do not mark the procedural or nonoperative site in anyway. Your surgeon will mark the site if necessary. Wear comfortable, loose fitting clothing (elastic waist band and shirt with front opening). Bring a zippered or buttoned jacket or sweater with you if you like. Wear secure footwear such as sneakers or rubber-soled flat shoes.
- Bring a list of all medications and supplements you are currently taking. Be sure to write the name, dose, how often you take the medication and your reason for taking it. Also, write down the name of the doctor if it is a prescribed medication.
- Bring your insurance card, photo identification, copayment and advance directives (if you have one) with you.
- Have the responsible adult companion drive you to the surgery center.
- If the patient is a child, the parent, guardian or surrogate is required to stay at the center during the procedure and until the child is ready to be sent home.

After Your Procedure

- You will be monitored and cared for by our Post Anesthesia Care Unit (PACU) nurses immediately after your procedure. Recovery occurs in the PACU.
- Your recovery time will vary according to your procedure and type of anesthesia used. You will be sent home once your doctor determines you are safe to go home.

- You and your responsible adult companion or care provider will be given written, home care instructions and taught how to care for you and the area treated.
- Please follow the restrictions ordered by your doctor while you are recovering at home. Depending on your procedure, some of these restrictions may include strenuous physical activities, drinking alcoholic beverages, operating machinery, driving a car or making important decisions.
- Our nurse will call you the day after your procedure to check on your progress.
- Contact your doctor if you are experiencing severe pain or complications requiring immediate attention following your procedure.
- If you have any reason to think you need urgent help, call 911 or go the nearest emergency room.

Payment

The center will verify your benefits and obtain authorization prior to your procedure. You will be notified of your financial responsibility for the facility fee prior to your scheduled procedure date. Payment for your services at the surgery center are due the day of your procedure. Cash, check 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. You may also be billed for such services as Anesthesia, Pathology, Laboratory and Surgeon fees as dictated by your procedure.