

Welcome!



thesurgerycenter.net

Welcome to The Surgery Center of Alta Bates Summit Medical Center, your local provider of outpatient surgical services for ear, nose and throat surgery; general surgery; orthopedics; plastic and reconstructive surgery; podiatry; urology; neurosurgery; and pain control. We work closely with you to make sure your stay is as pleasant as possible and request that you review the following instructions before your procedure.

Before Surgery

Paperwork and Billing

- ☐ Please collect all information provided by your physician's office or lab and forward it to us at least 72 hours prior to your arrival at the center. Our fax number is 510-547-6637.
- ☐ If you will owe a large deductible or co-pay, you will receive a call from the insurance verification department to give you time to plan for the expense.
- ☐ You must bring a valid California or government-issued form of identification such as a California driver's license or a valid passport to your surgery.
- ☐ You must bring your insurance card even if you have been here before.
- ☐ We accept payment via cash, credit card, money order or cashier's check. If you pay in cash, please bring the exact amount as we do not have change. We do not accept personal checks or credit card checks.

Pre-Surgery Instructions

Please plan to commit your day to your surgical procedure and needs.

- ☐ If you will be receiving general, regional or monitored anesthesia or moderate sedation, you cannot drive yourself home or, take public transportation except for hired private transportation (i.e. taxi, Uber, or Lyft) may be used if accompanied by an adult (not the hired vehicle driver and 18 years or older). We strongly recommend that you have someone with you for 24 hours after surgery.
- ☐ Only patients having a procedure using local anesthesia and no sedation at all can leave without an adult present to provide a ride and care.
- ☐ Please notify your physician prior to your procedure if there are any changes to your physical condition, such as a cold, fever, or any changes in the skin condition at the surgical site.
- ☐ Our preoperative nurse will phone you one-to-three days in advance of your surgery to conduct an informational interview and provide you with specific instructions. If you have not received this call by the day before your surgery, please call us at 510-547-2244, Ext. 122 or 126.
- ☐ Unless otherwise instructed by the pre-operative nurse, please do not eat or drink after midnight except for small sips of water to take medications. You may brush your teeth but remember not to swallow. Failure to follow these instructions significantly increases your anesthesia risk and may result in cancellation of your surgery.

Day of Surgery Instructions

Please leave all valuables at home.

- ☐ Please bring a valid government-issued identification card, insurance card, and form of payment discussed with the business office.
- ☐ Please arrive at the surgery center 60 to 75 minutes before your procedure is scheduled.
- ☐ Please be prepared to sign a form giving your consent to the operation. If you are under 18, you must be accompanied by a parent or legal guardian (proof required) who will sign the consent form. We recommend that parents or guardians remain in the facility for the entire procedure or be readily available by phone.
- ☐ If you have an advanced directive, please bring it with you.
- ☐ If you wear contact lenses or glasses, bring a case for their safe keeping. We will provide you with a container for dentures and bridgework.
- ☐ Please take all of your medications after midnight unless otherwise instructed by your physician or the surgery center. (Diabetics—if you are on oral medication to treat your blood sugar, don't take that diabetes medication on the day of surgery. If you are taking insulin, please obtain instructions from the surgery center.)
- ☐ Please bathe or shower prior to surgery. Remove all make-up and do not use lotions, perfumes or oils after bathing.
- ☐ Wear loose, comfortable clothing large enough to accommodate a large bandage after surgery and comfortable shoes.
- ☐ Please expect to recover at the center for one hour prior to discharge.
- ☐ A nurse will give you a gown, slippers and a bag for your clothing.
- ☐ We will check your temperature, blood pressure and pulse and ask you to empty your bladder prior to surgery.
- ☐ Family members will wait for you in the front lobby and will receive information about you immediately following your surgery.



After Surgery

- ☐ Before you leave the center, you will receive written and verbal instructions for your care at home.
- ☐ Be sure to follow your doctor's orders regarding diet, rest, medication, and activity once you get home.
Unless directed otherwise, you should start your diet with clear liquids or light solid food and then progress to a regular diet as tolerated. By the next day, you should be back to your normal diet.
- ☐ It is not unusual to feel sleepy, lightheaded or dizzy for several hours after your surgery.
- ☐ Do not sign any important papers or make any significant decisions for at least 24 hours.
- ☐ Do not drive a car, smoke, drink alcoholic beverages, operate machinery or cook for 24 hours after surgery.
- ☐ Please have a responsible adult stay with you for the first night at a minimum.

Questions

If you have any questions or problems after surgery, please contact your physician.

A nurse will phone you within one to two business days after discharge to see how you are and answer any questions you might have. If you have not been contacted within one to two business days after your surgery, please call the center at 510-547-2244, Ext. 116.

Children are Special

At The Surgery Center, we work hard to meet the special needs of children and create a relaxed, comfortable environment. To make children feel more at home, we encourage them to bring a favorite toy or blanket. We encourage parents to discuss the surgery with the child beforehand to help alleviate stress. Preoperative tours with your child are available upon request and by calling 510-547-2244, Ext. 122 or 126.

Parents are also encouraged to stay with the child until surgery begins and rejoin the child as soon as it's possible. Upon release, we recommend that one adult drive home while the other cares for the child. We recommend that for patients under 18 that the parent or legal guardian remain in the facility during the entire length of stay or alternatively be immediately reachable by phone.

Your Trust

We appreciate the trust you have placed in our staff at The Surgery Center. We honor that trust by providing the high-quality medical care you expect and deserve. If you have any questions or concerns about your care, please contact our Administrator, Kim D'Ambrosia or our Director of Operations, Melanie Soo Hoo, RHIT at 510-547-2244.

We are a Joint Commission-accredited facility. If your concerns have not been addressed through the organization, the public may contact the Joint Commission's Office of Quality Monitoring by either calling 1-800-994-6610 or emailing complaint@jointcommission.org or by contacting the Department of Health, 510-620-3900.

Website for the Office of Medicare Beneficiary Ombudsman:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Patients who are Medicare beneficiaries, or their representative or surrogates are informed that the role of the Medicare beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.



Sutter Health
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Medical Center

We Plus You

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