

BEFORE SURGERY

Thank You!

The staff of East Tennessee Ambulatory Surgery Center wants to thank you for using our surgery center. We understand your physician and you have a choice in scheduling your case. We are dedicated to ensuring your visit is as comfortable and pleasant as possible by utilizing the highest quality of care in a warm, personalized setting.

What should you DO the day BEFORE surgery?

- Arrange for an adult to drive you home and someone to be with you.

For your own safety and protection, you will not be allowed to drive after surgery when any sedation, nerve block or general anesthetic has been administered.

- Organize your health insurance cards.

Please make sure you have a copy of insurance card(s). Our staff will need to verify and make a copy of the card(s) when you check-in on the day of your surgery.

- Follow the EAT or DRINK limitations.

Your physician or a surgery center staff member will provide you instructions for the limitations of food and drink your particular procedure will require. Please follow these instructions. For your safety, your surgery may be cancelled if you do not follow the required food and drink limitations.

- Follow the Medications requirements.

All patients taking any medications will be provided instructions for the medication requirements by your physician or a staff member. Please be prepared to list all medications and dosages you are taking and bring any with you (e.g., inhaler, insulin, blood pressure medicines) that you may need during your stay. If you use a CPAP, please bring it with you the day of surgery.

What you should EXPECT before your surgery?

- A staff member will contact you prior to your visit.

This will ensure that your pre-operative instructions and tests are complete and your financial matters are addressed before surgery. If a child is having surgery, you may also arrange a tour for you and your child to ease anxiety.

- Our staff will keep your family and friends informed of your progress.

We understand the anxiety family and friends will have while you are having your procedure. We will make every effort to keep them informed of your progress and when they will be able to re-join you after the procedure.

- Our staff will keep things moving on time.

We realize that time is a precious commodity for you, your family and your surgeon. We are constantly measuring and monitoring our performance and processes to ensure that we do not waste your valuable time. There may be occasions when the physician experiences delays at another facility. The staff will keep you and your family informed of any delays.

- We will handle your financial matters properly and professionally.

We will work with your insurance company to expedite your claim for the charges from your procedure. Please remember that your physician, anesthesia and lab fees are separate from the surgery center fees.

- Our staff will provide you high quality, professional service.

We believe that providing consistent high quality care and service requires a constant focus on improving the processes that we use every day. East Tennessee Ambulatory Surgery Center continuously learns from and shares with other surgery centers, so that every day we can provide excellent care to you.