

# SEATTLE SURGERY CENTER

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## *Patient Handbook*



206-382-1021

This handbook is designed to answer your questions and help you be prepared for your surgical procedure. Be sure to read pages 3–6 “Getting Ready for Surgery” and “What to Expect.”

## ✓ Surgery Day Reminders:

- You are REQUIRED to have an escort drive you home after surgery. Escorts of minors and eye surgery patients must remain on-site while the patient is in our care.
- Do not eat or drink anything past midnight the night before your surgery. (Regular morning blood pressure, heart or seizure medications should be taken with a small sip of water.)
- Things to bring on the day of surgery:
  - Photo ID
  - Insurance/Pharmacy cards
  - Medication list with dosages
  - Allergy list with reactions
  - Advance Directive legal document (if applicable)
- Leave your valuables and *all* jewelry (including piercings) at home.
- Seattle Surgery Center parking is located on the second floor of the Cabrini Center parking garage (enter from Marion St.).  
**We do not validate parking.**
- For entry into Seattle Surgery Center after 5 p.m., please contact PACU at 206-749-9086.

## Who We Are

Seattle Surgery Center is a freestanding ambulatory surgery center. We are AAAHC and Medicare certified and a provider for most of the local area health insurance carriers. We offer fully-equipped operating suites and recovery rooms in a warm and safe environment.

Our primary focus is patient satisfaction. Our state of the art equipment and technology, coupled with our multi-skilled clinicians and employees specialized in surgical services, allows us to provide you with individualized and personalized care.

All of our surgeons are committed to providing quality outpatient care to the community. If you would like more information about the care you will receive as our patient, please visit us at [www.seattlesurgerycenter.com](http://www.seattlesurgerycenter.com).

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*Seattle Surgery Center*  
*is committed to providing*  
*a broad range of high quality,*  
*efficient, cost-effective, and*  
*personalized surgical services.*

*We are dedicated to*  
*exclusively servicing surgical*  
*patients in the community.*

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## Services

Seattle Surgery Center has more than 100 credentialed surgeons on staff to serve your surgical needs. We currently serve the following surgical specialties:

- Orthopedics
- Ophthalmology
- Plastic / Reconstructive
- General Surgery
- ENT (Ear Nose & Throat)
- Podiatry
- Urology
- Pain Management
- Extracorporeal Shockwave Lithotripsy
- Dermatology

## Personalized Environment

Seattle Surgery Center offers a warm and relaxed environment where you and your family will feel comfortable. Because we are specialized in surgery, we can devote individual time and attention to you. A patient care representative and anesthesiologist are available to answer your questions. Families can stay with their loved ones prior to surgery and in the PACU (Post Anesthesia Care Unit/Recovery Room) when the patient is stable, awake and has moved to the Second Phase of recovery. Physicians can personally visit with patients. Nurses are available to answer your questions and provide you with the very best surgical experience at Seattle Surgery Center. You are welcome to visit our facility at any time prior to your surgery.

## Children Are Special

At Seattle Surgery Center, we meet the special needs of children by creating a relaxed, comfortable environment. To make children feel more at home we encourage them to bring along a favorite toy or blanket.

We also encourage parents to discuss the surgery with the child beforehand to help alleviate unnecessary stress. Parents are able to stay with their child until surgery and may rejoin the child in PACU as soon as it is appropriate. We recommend that one adult drives home while another cares for the child.



## Getting Ready for Surgery

The following will assist you when preparing for surgery at Seattle Surgery Center.

- You will be contacted the day prior to surgery by a Pre-Op Nurse, to discuss surgery and pre-operative instructions.
- Typically you will be asked to arrive one hour prior to the scheduled surgery time. The arrival time may be subject to change and will be confirmed during the pre-op phone call. **Please be sure that your surgeon's office has a correct contact number for you.**
- **You are REQUIRED to have an escort drive you home after surgery.** It is preferred that the escort remains at the Center until you are ready to leave. **For your safety,** please arrange to have a responsible adult be with you for at least 24 hours after surgery.
- **Please, do not eat or drink anything past midnight the night before your surgery,** unless you are otherwise instructed in the pre-op phone call. This includes gum, mints, and water. Babies, diabetics and cataract patients may receive special instructions. **Regular morning blood pressure, heart or seizure medications should be taken with a small sip of water.**
- **Please bring a photo ID, your insurance card, and pharmacy card if it is separate.**
- Please bring your Advance Directive legal document (if applicable).
- Please LEAVE all other valuables at home.
- Please bathe or shower the morning of your surgery.
- Please wear loose and comfortable clothing

that will be easy to put on and take off, and that may need to accommodate bulky dressings, casts, splints or slings.

- Please do not wear makeup or jewelry (including piercings).
- Please do not bring any firearms on-site.
- If you become ill or suspect that you are pregnant, please inform your surgeon and/or contact Seattle Surgery Center.
- Parking is available in the Cabrini Center parking garage (rates vary on an hourly basis). Cars for transportation of patients should be parked on the second floor of the parking garage.
- **We do not validate/pay for parking.**



## What to Expect

### What to expect before surgery:

- When you arrive, please check in at the Front Desk, located on the 3rd floor.
- A Receptionist will register you and ask you to sign all forms required for surgery and make copies of your photo ID and insurance/pharmacy cards. You will be asked to fill out a short medical history questionnaire.
- You will be escorted to the 4th floor Pre-Op Unit, and the staff will review your medical history and have you review and sign your surgical consent.
- You will change your clothes and mark your surgical site, which will be verified by the staff. Your anesthesiologist will meet with you and discuss various anesthetic options.
- A family member (limit one) is invited to join you during the pre-op assessment. Parents may accompany minor children.



### **What to expect during and after surgery:**

- You will be escorted from the pre-op area to the operating room suite where an IV will be started. Your operation will begin soon after your anesthesia has taken effect.
- When your operation is complete, you will be taken by stretcher to the Phase 1 area of the PACU/Recovery Room where you will be monitored by skilled nurses and clinical personnel. Our philosophy is aggressive pain and nausea management, if needed, during your post-operative period.
- When you are awake, you will be given fluids (water, juice etc.) and begin to sit up and be transferred into a recliner chair. A family member will then be invited to join you in the Phase 2 area of the PACU. You can expect to be in the PACU for one to three hours.
- Our goal is to get you home as soon as possible. You may very well feel like you could sleep for hours or that you are being rushed out of the Center, but experience has shown time and time again that your best recovery is at home, sleeping in your own bed, for a consolidated period of uninterrupted sleep. We always make certain that you are medically safe to leave.
- When it is time to go home, you will change back into your clothing.
- You must have an escort to drive you home. **You may not drive yourself home or take a taxi or bus alone.**
- You will receive detailed discharge instructions from a PACU nurse.

### **When you are at home:**

- You may feel a little dizzy and sleepy. We strongly suggest you do not drive, operate machinery, make important decisions, drink alcoholic beverages or sign legal documents for 24 hours following surgery.
- Prepare to eat a light diet for 24 hours and be sure to drink 6–8 glasses of fluid a day.
- Please call your doctor if you have any problems or need prescription refills or changes. You may call Seattle Surgery Center for any other questions during regular business hours (6 a.m. to 5 p.m.; Monday through Friday). Your doctor will schedule a post-operative appointment with you, or they may request that you call the office the following day for a date and time.
- You will receive a phone call from a PACU nurse the day following your surgery to see how you are doing and to answer any questions. Friday surgery patients will receive a call on Monday.
- You will receive a Patient Satisfaction Survey in the PACU. We encourage you to complete and return it in the envelope provided. Your valuable feedback lets us know how we're doing and what we can improve.”

### **Financial Information**

- Seattle Surgery Center is AAAHC and Medicare certified and a provider for many commercial insurance carriers. Please feel free to contact our Business Office with insurance and financial questions.
- Patients will be charged a(n):
  - Facility fee for surgical services provided by Seattle Surgery Center
  - Anesthesia fee for anesthesia services
  - Professional fee from their surgeonPatients will be charged separately for services provided by ancillary providers when medically necessary, i.e. laboratory, pathology, pharmacy, etc.
- Payment in full, approved payment arrangements, or insurance assignment is required prior to surgery. Patients should be prepared to fulfill any personal financial obligations.
- Please bring your insurance and pharmacy cards on the day of surgery. You will be asked

to sign an assignment of benefits form, if necessary to process an insurance claim.

- As a service to patients, we will submit all insurance forms for patients with prior authorization.
- Patients who demonstrate a financial need or who are eligible for charitable care for medically necessary procedures may be eligible for payment arrangements.
- Patients may be contacted in advance of surgery by our Business Office if any balances are due on the day of surgery.
- To assist you with fulfilling your financial obligations, Seattle Surgery Center accepts cash, cashier checks, VISA, and MasterCard for payment.

## **Patient Rights and Responsibilities**

This facility and medical staff have adopted the following list of patient rights and responsibilities. This list includes, but is not limited to:

### **The Patient Has the Right to:**

- Impartial treatment without regard to race, color, sex, national origin, religion, handicap or disability.
- To be free from acts of discrimination or reprisal, to receive considerate, respectful, and safe care at all times and to be protected from abuse, harassment and neglect and knowledge of the availability of protected services.
- Knowledge of the name and professional status of those caring for you.
- To receive information from the surgeons about your diagnosis, treatment plan, prognosis and any unanticipated outcomes, to the best of the physicians' knowledge. If communication restrictions are necessary for your care and safety, we will document and explain the restrictions to you or your family.
- To participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment. If the patient is adjudged incompetent or the patient has designated a legal representative, the person appointed/designated shall fully participate in decisions regarding the patient's care.

- Full consideration of privacy concerning your medical care program. Case discussion, examination and treatment are confidential and should be conducted discretely as possible.
- To be asked if you have an Advance Directive and, if so, for it to be prominently placed on your chart.
- To be advised that should an unexpected life-threatening event occurs you will receive resuscitative or other stabilizing measures and be transferred to an acute facility that will order additional treatment according to your wishes in your Advance Directive.
- Confidential treatment of all communications and records pertaining to care. Written permission shall be obtained before medical records can be made available to anyone not directly concerned with your care.
- Responsible responses to any reasonable request for service.
- To leave the facility even against medical advice and to change providers if another qualified provider is available.
- To expect reasonable continuity of care.
- To be advised if the physician proposes to engage in or perform experimentation affecting your care or treatment and the right to refuse to participate in this activity.
- To be informed of the continuing health care requirements following discharge from the center.
- Examine and receive an explanation of a bill for service, regardless of source of payment.
- To report any comments or complaints concerning the quality of care provided to you and for the facility to make every attempt to respond within ten (10) business days to your comment or complaint. If the facility cannot respond within ten (10) business days, then you will be notified when you can expect a response.

**The Patient is Responsible for:**

- To provide accurate and complete information concerning your present complaints, past medical history and other matters relating to your health.
- To make it known whether you clearly comprehend the course of treatment and what is

expected of you.

- For following the treatment plan established by the physician, including the instructions of nurses and other health care professional as they carry out the physicians' orders.
- To keep your appointments and notify the facility if unable to do so.
- To provide a responsible adult to drive you home and stay with you for 24 hours after surgery.
- For assuring that the financial obligations of your care is fulfilled as promptly as possible.
- For being considerate of the rights of other patients and facility personnel.

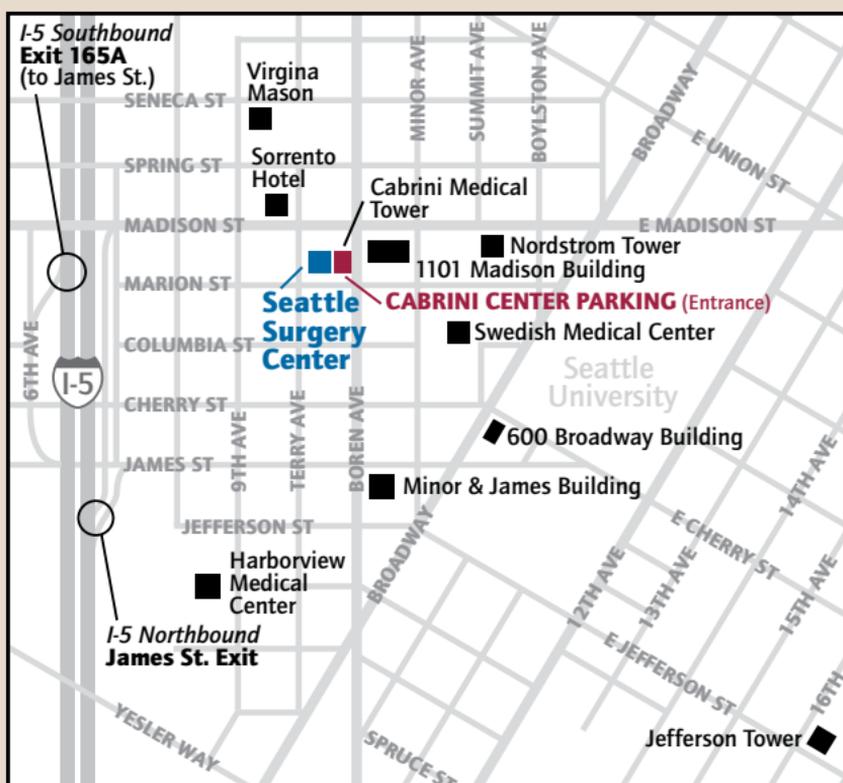
### **Feedback:**

Our goal is to provide the best surgical experience possible while in our Ambulatory Surgery Center. Patients, clients, families or visitors have the right to express complaints or concerns about any aspects of their care or experience with our ASC without fear of discrimination or reprisal. Please be assured that expressing a complaint or concern will not compromise your care and will be addressed according to our policy. Concerns may be directed to any facility staff or the ASC Manager, or you may mail your comments to us.

If you feel it is necessary, complaints may also be shared with: Washington State Department of Health, HSQA, Complaint Intake, P.O. Box 47857, Olympia, WA 98504-7857, phone 360-236-4700, 1-800-633-6828, 360-236-2626 (FAX), [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov) or Office of the Medicare Beneficiary Ombudsman, Office of the Regional Administrator, Division of Survey and Certification Operations, 2201 6th Avenue, Suite 801, Seattle, WA 98121, phone 206-615-2313, 1-800-Medicare (1-800-633-4227), 1-877-486-2048 (TTY), [www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

### **Statement of Physician Financial Interests or Ownership:**

Your physician may have an ownership interest in Proliance Surgeons, Inc., P.S. which includes the surgery center at which you are having your procedure. As with all of your care, you may request to have your procedure performed at another facility where your surgeon has privileges to practice.



## Directions to Seattle Surgery Center:

### From south of downtown Seattle to James Street

- Driving north on I-5, take the DEARBORN ST./JAMES ST. Exit (EXIT 164A) toward MADISON ST./CONVENTION CENTER northbound collector distributor lanes.
- Take the exit towards JAMES ST.
- Turn RIGHT onto JAMES ST.

– or –

### From north of downtown Seattle to James Street

- Driving south from I-5, take EXIT 165A toward JAMES ST.
- Stay STRAIGHT to go onto 6TH AVE.
- Turn LEFT onto JAMES ST.

### From James Street to the Cabrini Center parking garage

- Drive uphill on JAMES ST.
- Turn LEFT onto BOREN AVE.
- Turn LEFT onto MARION ST.
- IMMEDIATELY turn RIGHT into the Cabrini Center parking garage.

### From Parking Garage to Seattle Surgery Center

- Proceed up the ramp to the 2nd Floor of the parking garage to park near the Seattle Surgery Center entrance.
- Enter the 2nd Floor Seattle Surgery Center entrance and take the elevator to the 3rd Floor Front Desk/Reception area.

# SEATTLE SURGERY CENTER

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[www.seattlesurgerycenter.com](http://www.seattlesurgerycenter.com)

