

Preparing for Surgery

**RALEIGH ORTHOPAEDIC
SURGERY CENTER**



Raleigh Orthopaedic Surgery Center

Surgery Date:

Arrival Time:

History & Physical Appointment:

What To Bring:

- Health Insurance card(s)
- Drivers license or photo ID
- Cash, check or credit card for your co-payment or co-insurance responsibility
- Complete list of medications, vitamins, supplements (including name, dosage, frequency)
- List of your allergies
- Complete list of medical/surgical history
- Copies of recent diagnostic tests performed (such as blood work, heart tests, X-rays, EKGs)
- Physician's orders or other paperwork provided by your physician
- Advanced medical directives (living will or health care power of attorney)
- Any medical equipment issued to you before your surgery (such as slings, braces, or crutches)
- A ride to and from surgery. (An adult over the age of 18 years old must stay at the facility the duration of the surgery and drive you home.)**

**Raleigh Orthopaedic Surgery Center
3001 Edwards Mill Road, Suite 100
Raleigh, NC 27612**

www.RaleighSurgeryCenter.com

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About Raleigh Orthopaedic Surgery Center

Thank you for choosing Raleigh Orthopaedic Surgery Center, the largest, most modern outpatient orthopaedic facility in Eastern North Carolina featuring three operating rooms and four procedure rooms with state-of-the-art technology.

The Raleigh Orthopaedic Surgery Center is a partnership between Raleigh Orthopaedic Clinic and UNC REX Healthcare. Our mission is to be North Carolina's premier orthopaedic destination by providing exceptional specialty care in a personalized and cost-effective manner.

Our team of experienced physicians and professional staff is committed to excellence. Through individualized treatment and education, our goal is to expedite your safe return to a healthy, active and productive lifestyle.

This brochure contains important information regarding your upcoming surgery. Please review it carefully and follow the instructions given to you by your physician.

If there is anything we can do to make your stay with us more comfortable, please let our staff know. Again, thank you for choosing Raleigh Orthopaedic Surgery Center.

RALEIGH ORTHOPAEDIC SURGERY CENTER



Preparing for your surgery

At Raleigh Orthopaedic Surgery Center, we understand preparing for surgery can be a stressful time, especially if you have not previously had surgery.

We hope this information will help make your outpatient surgery experience as comfortable and pleasant as possible.

Before your surgery

- **Do NOT** eat or drink anything after midnight the night before surgery. Your surgery may be cancelled if you do so.
- If you are ill with fever, chest cold, vomiting or diarrhea within 24 hours prior to your procedure, please contact your surgeon's office; he or she may contact us to discuss the possibility of postponing your procedure.
- It is important to have a complete list of your allergies, medications and details of previous anesthetic complications available. If you have reports from prior anesthetics, recent lab work, EKGs, or any cardiac testing (such as stress tests and echocardiograms), please bring copies of these reports for us to review.
- Prior to your surgery you will receive an email and text invitation to complete your health history on our Patient Portal. A nurse from the surgery center will be calling you to review and discuss your health history.
- **Do NOT** take anti-inflammatory medications for seven days before your surgery, unless your physician instructs you differently.
- Consult your prescribing physician, usually your family physician or cardiologist, before you stop taking medications such as Coumadin, Plavix, or low dose (81mg) aspirin.
- Please review the instructions for use of your medical equipment (such as polar care, slings, braces, crutches, etc.) prior to the day of surgery. Please have your primary caretaker or the person taking you home review the instructions as well. For more information about your medical equipment, please visit: www.raleighsurgerycenter.com.



No food or drink after midnight.



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Day of surgery

- **Do NOT** eat or drink anything after midnight the night before surgery. Your surgery may be cancelled if you do so.
- **Do NOT** wear polish on your fingers or toes.
- **Do NOT** wear makeup, lotion, body powder or deodorant.
- Bathe/shower with an antibacterial soap.
- Brush your teeth, but do not swallow any water.
- All body piercings must be removed.
- Take any medications that your physician has suggested the morning of surgery with a small sip of water.
- Bring your medical devices with you (such as polar care, slings, braces, crutches, etc.)
- If you wear eye glasses, contact lenses, dentures or hearing aids, please bring a case with you as these items cannot be worn during surgery.
- Cell phones and/or photo or video devices are prohibited in patient care areas.
- Please leave all valuables at home except the items listed in the front of the brochure.
- Wear loose t-shirt and elastic waist pants or shorts (no jeans).
- Please remember that if you are having Anesthesia, a responsible adult must stay at the center during your entire procedure.
- Someone from the business office will call you between 12:00 noon and 3:00 PM the day before surgery with your arrival time.

On occasion, unforeseen circumstances require that we adjust surgery times. We will do our best to keep you informed if we are ahead of schedule or of any delays.

About anesthesia

Raleigh Orthopaedic Surgery Center has partnered with NAPA (North American Partners in Anesthesia) to offer you exceptional anesthesia care from a highly skilled group of professional anesthesiologists and Certified Registered Nurse Anesthetists (CRNA).

Anesthesia is administered before and during your surgical procedure so you do not feel pain. Some anesthetics induce sleep, while others cause drowsiness and/or numbness.



There are three types of anesthesia that our patients receive at Raleigh Orthopaedic Surgery Center:

- Local anesthesia
- General anesthesia
- Regional anesthesia with IV sedation

For more information regarding types of anesthesia, please refer to our website.

www.RaleighSurgeryCenter.com

After surgery

After surgery, you will be closely observed in the recovery room while you are waking up. During this time, your nurse will monitor your vital signs and administer medications for pain and/or nausea if you need them.

Before going home, our nursing staff will provide you and your family or friend with instructions about your medications, dressings, exercises and follow-up appointments. Please use this time to ask any questions that you may have regarding your post-operative care. Plan to have someone over the age of 18 stay with you for the first 24 hours after surgery. Rest as much as possible.



In general, you are free to enjoy your normal diet after surgery. We would suggest that you start out with something light and advance as tolerated.

Take your pain medications as directed by your surgeon. Many procedures involve a regional nerve block that will wear off within 6-18 hours. It is important to stay on schedule with your pain medication, as it will decrease the severity of your pain when the block wears off. Please follow your surgeon's instructions for pain control. Do not force any motion that causes pain. Do not drive, operate machinery, or sign any legal documents while taking narcotic pain medication. Avoid the use of alcoholic beverages for the first 24 hours after the procedure and while taking prescription pain medications.

To minimize pain and swelling, proper limb elevation should be above the level of the heart, even when lying down unless otherwise instructed by your surgeon.

Raleigh Orthopaedic Surgery Center



Visitor information

Family, friends, and loved ones play an important role in patient healing and recovery. Here, at the Raleigh Orthopaedic Surgery Center, we recognize that our visitors have had to make arrangements to spend time with their loved ones. Feel free to bring a book, your laptop or tablet and relax with a fresh cup of coffee or tea in our spacious and inviting waiting area.

At Raleigh Orthopaedic Surgery Center we have a patient experience tracking monitor that will keep you updated to where your loved one is being cared for at every moment.

The surgeon will call you to discuss your family member's surgery after the procedure. Please remain in the building or parking area so that you are available for this call. The recovery nurse will notify you when it is time to receive discharge instructions. The surgery center team will keep you informed of any delays. If there is anything that we can do to make your stay with us more enjoyable or comfortable, please let one of the Raleigh Orthopaedic Surgery Center staff members know.

Ownership Disclosure

Your physician may be an owner of the Raleigh Orthopaedic Surgery Center. You are free to choose another health care facility to receive the services that have been ordered by your physician. Please ask your physician if you are interested in having your procedure performed at an alternative facility.

All physicians furnishing services to patients, including the patient's physician, and any specialist such as an anesthesia provider, radiologist, or pathologist are independent contractors with the patient and are not employees or agents of the surgery center.



The patient is under the care and supervision of his/her physician and it is the responsibility of the surgery center and its staff to carry out instructions of the physician.

It is the responsibility of the patient's physician to obtain the patient's consent, when required, for medical or surgical treatment or procedures.

Any questions concerning the nature or results of an examination or treatment should be directed to the patient's physician and not to the surgery center employees.

Patient Rights

As a patient, you have the right to:

1. Become informed of rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should patient so desire.
2. Be treated with dignity and receive considerate and respectful care provided in a safe environment.
3. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
4. Exercise these rights without regard to age, race, disability, sex or cultural, economic, educational, or religious background or the source of payment for care given.
5. Knowledge of the name of the physician and professional staff who have primary responsibility for coordinating the patient's care and the name and professional relationships of other physicians and non-physicians who will participate in care.
6. Receive information from the physician about the illness, course of treatment and prospects for recovery in terms that the patient can understand.
7. Receive as much information about any proposed treatment or procedure as needed in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
8. Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
9. Formulate advance directives regarding patient's health care and have Raleigh Orthopaedic Surgery Center staff and practitioners who provide care in the Raleigh Orthopaedic Surgery Center comply with these directives (to the extent provided by state laws and regulations).
10. Know that you can express a complaint regarding your care or any violation of your rights, and your doing so will not adversely affect the quality of care provided.
11. Be advised of the Raleigh Orthopaedic Surgery Center's grievance process should the patient wish to communicate a concern regarding the quality of the care patient receives. Notification of the grievance process includes: whom to contact to file a grievance, a written notice of the grievance determination that contains the name of the Raleigh Orthopaedic Surgery Center contact person, the steps taken on patient's behalf to investigate the grievance, the results of the grievance and the grievance completion date.
12. Change physicians if desired, either within the Raleigh Orthopaedic Surgery Center or another physician of the patient's choice.

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13. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in the patient's health care.
14. Confidential treatment of all communications and records pertaining to patient's care and visit at the Raleigh Orthopaedic Surgery Center. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with patient's care.
15. Full disclosure of the privacy policy.
16. Access information contained in your medical records within a reasonable time frame in accordance with state/federal laws and regulations.
17. Reasonable responses to any reasonable requests made for service.
18. Leave the Raleigh Orthopaedic Surgery Center even against the advice of the attending physician.
19. Reasonable continuity of care and to know, in advance, the time and location of appointment as well as the physician providing the care.
20. Be advised if physician/Raleigh Orthopaedic Surgery Center proposes to engage in or perform human experimentation affecting the care or treatment. The patient has the right to refuse to participate in such research projects or clinical trials.
21. Be informed by the attending physician or designee of the continuing health care requirements following discharge.
22. Obtain information before scheduled surgery about payment requirements of the bill, regardless of source of payment.
23. Examine and receive an explanation of the bill regardless of source of payment. Right to request an itemized bill within 3 years of receipt of non-itemized bill.
24. If eligible for Medicare, to know upon request and in advance of treatment whether a health care provider or facility accepts the Medicare assignment rate.
25. Expect reasonable safety as the Raleigh Orthopaedic Surgery Center's practice and environment are concerned.
26. Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
27. A list of these patients' rights, which shall be posted within the Raleigh Orthopaedic Surgery Center so that such rights may be read by all patients.
28. Receive appropriate information regarding provider credentialing.
29. Receive pastoral care as requested and as appropriate to patient's needs.
30. Exercise these rights without being subjected to discrimination or reprisal.

Patient Responsibilities

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.

1. Please provide accurate and complete information about your present complaint, past illnesses, hospitalizations, medications, including over-the-counter products and dietary supplements, allergies or sensitivities, and other matters related to your health status.
2. Please make it known whether course of treatment and what is expected during your time at the Raleigh Orthopaedic Surgery Center is clearly understood.
3. Follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
4. Provide a responsible adult to transport you home from the Raleigh Orthopaedic Surgery Center and remain with you for 24 hours if required by the physician.
5. Keep your appointments and notify the Raleigh Orthopaedic Surgery Center or physician when unable to keep an appointment.
6. Accept responsibility for any actions resulting from the refusal to follow treatment or physician's orders.
7. Inform the physician about any living will, medical power of attorney, or other directive that could affect your care.
8. Accept and ensure the financial obligations of care are fulfilled as promptly as possible.
9. Follow Raleigh Orthopaedic Surgery Center policies and procedures.
10. Be considerate of the rights of other patients and Raleigh Orthopaedic Surgery Center personnel.
11. Be respectful of personal property and that of other persons in the Raleigh Orthopaedic Surgery Center.
12. Raleigh Orthopaedic Surgery Center strives to provide excellent patient care and service. If you should have a concern or complaint, please tell us so we can work to satisfy your needs. Ask to speak to the Quality Manager or Clinical Director.
13. If you wish to file a formal grievance, please review the information in this brochure or see the Filing a Grievance tab on our website:
www.RaleighSurgeryCenter.com.

Advanced Directive/Living Will: Raleigh Orthopaedic Surgery Center is an outpatient surgery center that is limited to elective surgery only and performs no high-risk surgical procedures. Therefore, this surgery center will not acknowledge advanced directives of any patient while in the surgery center. In the event of an emergency the patient will be stabilized and transferred to a hospital as soon as possible. The surgery center can provide you with information and a copy of advanced directives if you wish to complete them and have them in place in the event you are transferred to the hospital, where the advanced directives will be honored.

Complaints and Grievances

Your rights as a patient with regards to complaints/grievances and your safety:

We want to do our best to provide you with excellent care and services. We are all dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible.

Should we fail to meet your expectations, or if you are dissatisfied with your care, Raleigh Orthopaedic Surgery Center has procedures in place to help you communicate your concerns and get them resolved.

Federal and State laws also give you specific rights with regard to filing grievances and complaints regarding your care and service at the Raleigh Orthopaedic Surgery Center.

The most important thing you can do is let us know about your concerns right away.

Any of our staff members will do his/her best to help. If our staff member is unable to meet your needs, please ask to speak with a manager. Let them know exactly what the problem is and how they can help.

If you are still not satisfied, you may file a grievance (with Raleigh Orthopaedic Surgery Center) by contacting the Director at: 919-317-3071, or in writing: Director - Raleigh Orthopaedic Surgery Center 3001 Edwrdas Mill Road, Suite 100, Raleigh, NC 27612. After filing a grievance you may expect an acknowledgement of the grievance and a written response within 30 days to include:

- The name of a contact person
- The decision of the Surgery Center
- The steps taken to investigate your grievance
- The results of the grievance
- Any changes implemented resulting from investigation for quality improvement

In the event you wish to contact a regulatory agency please contact:

North Carolina Department of Health and Human Services (NCDHHS)
Division of Health Service Regulation (DHSR)
Complaint Intake Unit (CIU)

Division Contact: Rita Horton

Complaint Hotline: 1-800-624-3004 (within N.C.) or 919-855-4500

Complaint Hotline Hours: 8:30 a.m. - 4:00 p.m. weekdays, except holidays.

Fax: 919-715-7724

Mailing Address: 2711 Mail Service Center, Raleigh, NC 27699-2711

Or

The following link is for the Office of the Medicare Beneficiary Ombudsman:

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

Billing Information

Prior to your procedure you will receive a phone call from our experienced and knowledgeable business office staff to discuss your billing and insurance information. Our staff will check your benefits for you, as well as inform you of your estimated up front cost.

In addition to the bill for the facility fee, you will receive separate bills for the following services:

- Your physician or surgeon.
- Anesthesia, if you received general anesthesia or if it was necessary for an anesthesiologist to be available for your procedure.
- Laboratory tests, if they were required by your physician or radiology imaging before or during your surgery.
- Pathology, if tissues or specimens were removed during surgery.

If you do have any questions regarding your separate bills post-operatively, please utilize the following phone numbers:

Raleigh Orthopaedic Surgery Center

Billing Questions: 919-719-3070

Raleigh Orthopaedic Clinic

Billing Questions: 919-863-6920

NAPA (North American Partners in

Anesthesia): 888-280-9533

Our business office staff will be happy to answer any questions you may have regarding insurance coverage or billing procedures.

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Contact Information

The Raleigh Orthopaedic Surgery Center is located on the ground floor of the four-story Raleigh Orthopaedic Clinic office building located at 3001 Edwards Mill Road, between Duraleigh Road and Wade Avenue in Raleigh, North Carolina. Patients are to enter on the lower level on the south side of the building.

The surgery center normal business hours are Monday through Friday from 6:00 AM - 5:00 PM. If you are instructed to arrive earlier, a staff member will be there to greet you.

We are closed on the weekends and most major holidays.

Main Phone: 919-719-3070

Main Fax: 919-719-3088

Postop (After Surgery) Hotline: 919-719-3079

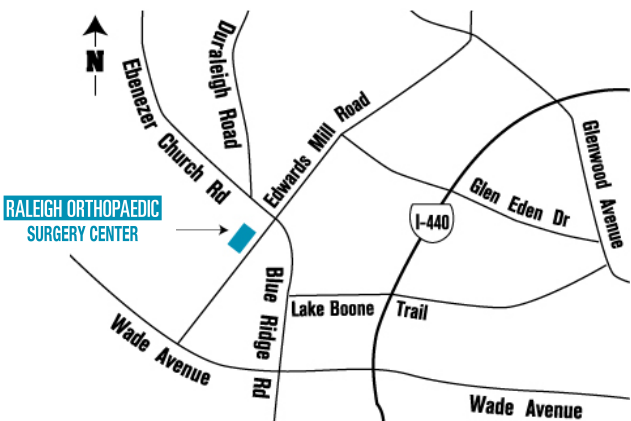
After 5:00 PM leave a message for the on call provider

Raleigh Orthopaedic Surgery Center
3001 Edwards Mill Road
Raleigh, NC 27612

Raleigh Orthopaedic Urgent Care
3001 Edwards Mill Road
Raleigh, NC 27612

Monday-Friday: 8:00 AM - 8:00 PM Saturday
& Sunday: 9:00 AM - 2:00 PM

www.RaleighSurgeryCenter.com



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