

Garland location:
7217 Telecom Pkwy
Suite 290
Garland, TX 75044

Plano location:
4716 Alliance Blvd.
Suite 500
Plano, TX 75093

Baylor Scott & White Surgicare at North Garland
7150 N President George Bush Hwy
Garland, TX 75044

Dear Patient:

As a courtesy, we have contacted your insurance carrier regarding your benefits for your upcoming surgery. It is our office policy to notify you of your benefit coverage according to the information we received from your insurance carrier and to inform you of your potential financial responsibility prior to your surgery. Please note, verification of benefits is not a guarantee of payment and we encourage you to review your benefit coverage and verify the information with your insurance carrier. Depending on your insurance benefits, you could be responsible for your deductible (the amount you pay before your health insurance will begin to pay), co-insurance (your share of health care costs, usually a percentage of the amount we are allowed to charge, that you begin paying after your deductible is met), and/or out-of-pocket maximum (the most you will pay during a policy period, generally one year).

When medically necessary, a surgical assistant may be used to help facilitate your procedure and would be a separate fee from your primary surgeon's fee. Additionally, there will be separate charges associated with your surgery including, but not limited to, a hospital/facility fee, an anesthesiologist fee, and a lab fee, which are not included in this estimate.

The amount quoted is only an *estimate* for your upcoming procedure. This estimate includes the surgeon's fees only and could change depending upon the surgeon's findings during the time of procedure. Once your surgery is complete and the physician submits all procedure codes, additional payment may be required by our office. We are sorry, but we are not responsible for fees from the facility, anesthesiologist, surgical assistant, or laboratory. Remember that your insurance policy is a contract between you and your insurance. We will file your insurance claim for you. However, you (the patient) are ultimately responsible for payment of your medical bills.

Payment of the surgeon's fee and previous balance with Baylor Scott & White Gynecology Specialists is due prior to surgery. Your estimated surgeon's fee is \$_____. Please call Celene at 469-800-2240 to make a payment or if you have any questions about this estimate. We accept cash, check, Visa, MasterCard, Discover and American Express.

If you would like to discuss your financial options for the hospital or surgery center, please call their business office at:

<i>Baylor Medical Center McKinney</i>	<i>469-764-1000</i>
<i>Baylor Medical Center Plano</i>	<i>469-814-2326</i>
<i>Baylor Surgicare at North Garland</i>	<i>214-703-1800</i>

Our Online Patient Guide to Surgery link will help answer any additional questions you may have for your upcoming surgery at Baylor Scott & White –

Webpage Address: BaylorHealth.com/Surgery

Care Credit *800-677-0718*

You can also apply online at <http://www.carecredit.com/>

(Care Credit is only available through Baylor Surgicare at North Garland)

We look forward to taking care of you and are here to answer any questions that you might have.

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General Surgery Instructions

We have provided you with this packet of surgery information because you are considering surgery or are having a surgery scheduled for you. We want your surgery experience to be as comfortable and as worry-free as possible. The following information is designed to answer your most common concerns. Please read through the packet and keep it until your post-operative period is completed.

If you have been asked to consider several surgical choices, please call the office with your decision. We will ask that you give us what procedure you have chosen, if any, and what time frame works best for you. This information will be given to your physician. The Physician will write surgery orders, including the date that she is available to perform your surgery. Please note we try to respect your time frame for surgery, however, operating room availability and the physicians schedule will not always mesh with your wishes.

If you have chosen to have surgery at the time of your appointment, your doctor will write the orders with the planned and desired date of surgery. This information is then given to your surgery scheduler who will actually contact the hospital to schedule the surgery. Unless your surgery is an emergency, surgeries are scheduled 7-10 business days after our scheduler receives the orders from your physician. She will then call you and give you the date and time of surgery, information about the pre-admission testing and any additional test or information that your physician has requested (medical clearance, pre-operative appointments, etc.). IF the surgery time does not work for you, please let the surgery scheduler know and we will look for another day.

If the surgery date does not work for you, the scheduler will contact your insurance company to verify your insurance benefits and pre-certify your surgery. She will make you aware of any problems and will also alert you to your financial responsibility to our office. The hospital will alert you regarding their cost and any monies to be collected by them prior to surgery. Please note that you may call your insurance company at any time to find out your general responsibility for either in-patient or out-patient surgery. Besides your physician and the hospital, there will be other charges for lab work, anesthesia, etc., which will also be billed to your insurance, and you will be billed for the appropriate balance. Our physicians, following American College of Obstetricians & Gynecologists (ACOG) guidelines, are usually assisted by a second provider or surgical assistant, and you will be billed for the balance after your insurance has paid for their services.

Please review the remaining contents of this packet as you will find information on the following:

- Pre-Admission testing
- The personal health history that must be completed for your pre-admission testing appointment.
- Information on FMLA/Disability forms
- Medical clearance information
- General instructions for preparing for surgery
- Postoperative instructions.

We hope that this information will be helpful to you and that you will feel free to call us at (469) 800-2240 with any questions or concerns.

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Date/Time of Surgery: _____ Appointment for Preoperative lab work: _____

INSTRUCTIONS FOR SURGERY

Please adhere to the following instructions in every detail:

- **DO NOT EAT OR DRINK ANYTHING**, after midnight the night before your surgery. Do not have anything in the morning- no coffee, no fruit juice, no water, no ice chips, **no gum!** If food or drink has been taken after midnight, it may be necessary to reschedule your surgery. EXEMPTION: If you are taking any heart or blood pressure medications that you normally take in the morning, please take these medications with a very small sip (less than 1 oz.) of water the morning of surgery.
- Please complete bowel prep the day prior to surgery **ONLY IF**, your physician requests it.
- Remove all eye make-up and nail polish prior to coming to the hospital. This is for anesthesia purposes
- Report to the information desk in the main lobby of the hospital at least 1 hour prior to your scheduled surgery time. The desk attendant will then direct you to surgery.
- **If you are taking any aspirin or ibuprofen products, it is recommended that you stop two weeks prior to surgery.** If you are taking any medications (over the counter or prescription) for pain and you are not sure if they contain aspirin or ibuprofen, please call ask your Doctor immediately to avoid possible surgery being cancelled
- **If you are taking a weight loss medication such as Adipex or Phentermine, you will need to stop this medication at least 2 weeks prior to surgery,** or your procedure may be cancelled by the anesthesiologist for safety reasons.
- If a change in your physical status develops, such as a cold, persistent cough or fever or an important change in the condition for which you are to have surgery, **please notify our office immediately.** If you have a significant change in your health condition you may need to have your surgery rescheduled. Please notify our office.
- You will be seen by the anesthesiologist on the day of the procedure. He/she will answer your questions regarding anesthesia. He/she may also order preoperative medication for you before you go to the operating room.
- You will be in recovery for approximately 2- 4 hours before being discharged home or going to your hospital room. The length of your hospital stay will vary (generally 1-3 days) depending upon the type of surgery performed.
- Please call our office the day you are released from the hospital to schedule your two-week postoperative appointment unless you have been otherwise instructed by your physician.

If you have any questions regarding these instructions, please call us at (469)800-2240.

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Surgery Discharge Instructions

While every day after surgery may not be a good day, overall you should feel progressively better each day. You may notice that you are more fatigued than you were prior to surgery and may not have the same stamina you used to. This should resolve over the next 4-8 weeks. Below are some guidelines to help with common answers and concerns.

- With small laparoscopic incisions, you may gradually return to normal activities over a 2 week period as you feel able.
- Activities/lifting restrictions: With large incisions, vaginal hysterectomies, and pelvic floor surgeries, avoid any lifting for 4-6 weeks. Avoid lifting over 20 pounds for 8-12 weeks post operatively. You should primarily rest at home. In general, avoid bending, lifting, or twisting that causes pain.
- Exercising: Walking is recommended. Avoid other exercises until cleared with your physician.
- Bath vs. showers: Showers only for the first 2 weeks; then you may take baths.
- Driving: No driving if you are taking narcotic pain medication (ex: Hydrocodone, oxycodone, etc). Use common sense common sense.

Type	Cleaning for All	Remove When/Where	Signs to be reported
Tape or Gauze	Keep clean and dry	The day after surgery	Bleeding; foul odor; foul smelling drainage; wound separation, severe pain or swelling.
Steri-Strips	Keep clean and dry	Strips may fall off in 5-7 days. Please remove if they do not fall off after 7 days.	Same as above
Staples	Keep clean and dry	Remove in office in 1 week	Same as above
Glue	Keep clean and dry	Glue will flake off after 9-10 days. May use Vaseline or alcohol to remove sooner if irritating.	Same as above
Sutures	Keep clean and dry	Sutures dissolve in 4-6 weeks and do not require removal	Same as above

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- Constipation: You may use Colace to soften the stool and over the counter medications such as Senokot, Milk of Magnesia, or Dulcolax as laxatives. Increase your fluids and fiber rich foods. Call the office if you have fever or if you are not able to pass gas. It may take up to a week after surgery before having a bowel movement.
- Gas pain: Use Gas X or Mylicon. Avoid greasy/fried foods. Increase you fluid intake. Drinking tea may also help. You may use a heating pad.
- Diet: There are no restrictions. You may eat what you can tolerate but avoid greasy/fried foods. Drink plenty of fluids (at least 64oz a day).
- Pain medication: You have been prescribed pain medication to use as needed for a few weeks post-operatively. Use as directed. You may also use Motrin or Tylenol for lesser pain.
- Sexual relations: You may resume sexual relations after your final post-op checkup (after 6-8 weeks if you have a hysterectomy).
- Traveling: Basically you should remain in town until after your post-op checkup.
- Vaginal bleeding: Some vaginal bleeding or spotting can be experienced after surgery. Report any heavy bleeding, if passing clots or soaking a sanitary pad in 30min-60min.

Symptoms to be reported: Fever, increasing pain, heavy vaginal bleeding, painful urination

As a reminder, you can always reach us during the day at (469)800-2240. After 5pm, this number also serves as our answering service. Your physician can be reached 24 hours a day in an emergency.

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FMLA/Disability Policy

We are happy to help you obtain what you need for your employer in order for you to get approved time off for your surgery and/or any disability benefits you have. Below is some information that will help you obtain what you need in a timely manner.

Please note that we have a simple form available that we are happy to give you stating your planned date of surgery and your approximate recovery time so that you will be able to help your employer plan for your absence. Our nurses are happy to complete this form for you at no charge.

FMLA/Disability forms are more complex and you need to allow us -10 business days to complete them, there is a \$25.00 fee for each form.

- FMLA forms are provided by your employer. Please obtain them as soon as you contemplate surgery. Complete the employee section and fax the form to us. Our fax is (469)800-2251
- FMLA forms can be completed before surgery. Please remember to allow us 7-10 business days for completion.
- Disability forms cannot be completed until after the surgery has been performed. It would be wise for you to obtain the forms prior to your surgery so that we may begin working on them after your surgery is completed. Again, please remember to allow us 7-10 business days for completion.

We hope that this information is helpful to you in obtaining what you and your employer/insurance company needs.

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Medical Clearance

If your doctor has determined that you will need medical, cardiac, or other specialized clearance prior to surgery, you have the following responsibilities:

- You must complete this at least 1 week prior to your surgery date
- A letter requesting clearance will be faxed to your physician's office. Please provide us with their name and contact information.
- It is your responsibility to make the needed clearance appointments.
- Please ensure your clearance is received by our office at least 1 week prior to your surgery date.
- **If we do not receive your clearance by 1 week prior to your surgery, your surgery will be rescheduled.**