



Together we are a faith-based, not-for-profit family of leading healthcare providers:

RIVERSIDE METHODIST HOSPITAL • GRANT MEDICAL CENTER • DOCTORS HOSPITAL • GRADY MEMORIAL HOSPITAL • DUBLIN METHODIST HOSPITAL
DOCTORS HOSPITAL – NELSONVILLE • HARDIN MEMORIAL HOSPITAL • MARION GENERAL HOSPITAL • HOMEREACH • OHIOHEALTH HEALTH CENTERS



PATIENT INFORMATION



WELCOME

Thank you for choosing the Riverside Outpatient Surgery Center. We hope the information provided here will help you know what to expect before, during and after your surgery.

Please read this pamphlet carefully and follow the preoperative instructions.

GENERAL INFORMATION

HOURS

The surgery center is open Monday through Friday, 6 a.m. to 4:30 p.m. It is closed on weekends and holidays.

PARKING

Parking is free, convenient and handicap-accessible.

SMOKING

The Surgery Center is a non-smoking environment. We advise that you not smoke the day of surgery since it could effect your recovery from anesthesia.

SCHEDULING

Your physician's office will schedule your surgery and inform you of the date and time.

If you should become ill at the time of your surgery (such as a cold, sore throat, fever, etc.) or if you think you are pregnant, please notify your physician and/or contact our surgery center at (614) 442-6515.



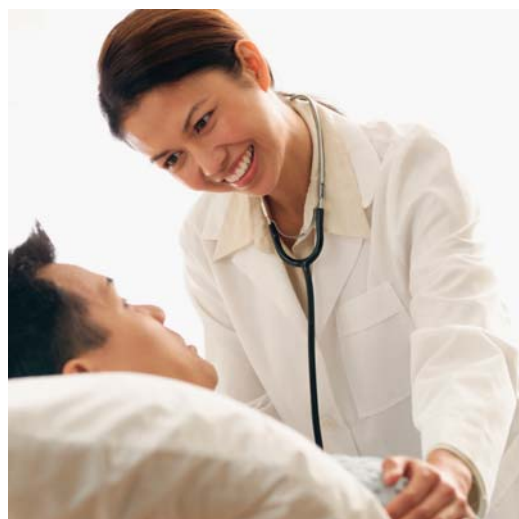
PRE-ADMISSION TESTING

Your surgeon will inform you if any prior testing is necessary before you arrive at the surgery center. Please request that the pre-admission testing results be sent to the Riverside Outpatient Surgery Center before the date of your procedure. The results may be faxed to us at (614) 538-1865.

PRE-SURGERY INSTRUCTIONS/ INFORMATION

A registered nurse may contact you one or two business days prior to your procedure to obtain information about your medical history and answer any questions you may have concerning your procedure.

If we are unable to contact you by 1 p.m. the business day prior to your surgery, please call our surgery center at (614) 442-6515. Please bring any completed forms given to you by your physician.



Please arrange for a responsible adult to arrive and leave with you from the surgery center. For those patients under the age of 18, a legally responsible adult must stay at the center during surgery and accompany the patient home.

If your caregiver cannot stay at the surgery center during your surgery, he or she must leave a phone number where he or she can be reached.

If you are taking a taxi home, there must be a responsible person with you other than the taxi driver. You will not be discharged to a taxi alone. If you have no transportation home your surgery will be canceled. If this is a problem, please notify us as soon as possible.

Parents whose children are scheduled for surgery are encouraged to have two adults transport the child home from the center to allow one to drive and the other to care for the child after surgery.

You will want to plan for assistance at home for the first 24 hours after surgery if you have received intravenous or oral sedation and/or general anesthesia.

ADVANCE DIRECTIVE OR LIVING WILLS POLICY

Riverside Outpatient Surgery Center recognizes and respects the rights of patients with decision-making capacity to participate in decisions about their medical treatment, including the right to refuse proposed treatment. In the event the patient lacks decision-making capacity, Riverside Outpatient Surgery Center recognizes and respects the right of patients to decide in advance whether they want to review or refuse medical treatment in accordance with the patient's Advance Directive and State Law.

Riverside Outpatient Surgery Center recognizes that members of the Medical Staff have the primary responsibility for discussing Advance Directive with patients. The Medical Staff's responsibility is to provide information and education to enable individuals to make decisions regarding their Advance Directive in a thoughtful and informed manner.

It is the policy of the Riverside Outpatient Surgery Center NOT to honor a "No Code" request, aka DNR ("Do Not Resuscitate") request. Anesthetic agents and/or medications have the potential for causing a cardiac or respiratory arrest that is reversible once stopped or metabolized. Resuscitative efforts will be implemented on any patient experiencing a life threatening event. If you have any questions, please call and/or ask us for assistance.

NIGHT BEFORE SURGERY

The evening before surgery, you may eat a low-fat meal at dinner. Please do not drink alcoholic beverages, since this may interfere with your anesthesia.

Do not eat anything, including gum or mints after midnight. You may have clear liquids. Clear liquids including carbonated beverages, black coffee, clear tea, fruit juices without pulp and water must be stopped three (3) hours before arrival.

MORNING OF SURGERY

It is important to follow these instructions closely.

- The morning of surgery, you may bathe, shower, use deodorant and brush your teeth, but do not swallow water. Please do not use perfume.
- Wear loose-fitting, washable clothing that will not interfere with your incision or dressing. Please wear easy fitting shoes. Do not wear high heels or pumps.
- Please do not wear make-up, except a moisturizer for your lips, if you wish.
- Please do not wear any jewelry, including earrings, necklaces or rings. All piercings must be removed.
- Bring cases to store your glasses. Please wear glasses instead of contact lenses.

- Please leave all cell phones at home or with your caregiver.
- For general anesthesia, dentures and/or partials may be removed before surgery. This will be decided by your anesthesiologist. They will be placed in a denture cup and returned to you following surgery.
- Be sure to bring **insurance information**.
- If you are instructed by your physician/surgeon to take the morning dose of your medications, take your normal dose on the morning of surgery with only a sip of water.
- Bring a complete list of your current medicines. This includes the dosage and frequency of these medications.
- If you are a diabetic, please do not take your morning dose of insulin or oral hypoglycemic (sugar pill), unless otherwise instructed by your physician. We will check your blood glucose level prior to surgery and again after surgery. Bring your insulin and/or oral diabetic medication with you.
- If you use an inhaler for breathing, please continue to do so, and bring it with you.

DAY OF SURGERY

Your arrival time will depend upon your surgical procedure. Plan to arrive at the surgery center one (1) to two (2) hours before your scheduled surgery time. Your physician's office or the surgery center staff will inform you of the expected arrival time.

When you arrive at the surgery center, please sign in at the receptionist window. You will complete admission forms and change into a patient gown. Your clothing will be placed in a convenient patient-care bag, and returned to you after surgery.

In the preoperative area, the anesthesiologist, your surgeon and your nurse will answer any questions while preparing you for surgery. You will then be escorted to the operating room.



AFTER SURGERY/ ANESTHESIA

After surgery, you may be taken to the recovery room where you will be closely observed. You will be discharged to a responsible adult when your vital signs are stable and your discharge criteria are met.

We will make you as comfortable as possible. It is not unusual to experience incisional pain, dizziness, nausea and/or a sore throat from the anesthesia up to 24 hours after surgery. Do not drive, operate any equipment, sign important papers or make significant decisions for 24 hours.

You may begin sipping liquids and then eating light foods when you feel like it. Resume your normal medications. Avoid the use of alcoholic beverages during your use of pain medication. Please plan for assistance at home the first 24 hours after surgery.

Your surgeon will provide written instructions for your care at home, activity level and prescriptions. Your nurse will review the physician's instructions and prescriptions with you and your care provider.

If you had a local anesthetic injection with no sedation, you will be able to go from the operating room directly to the dressing room to change and then be discharged.

You will need to schedule a follow-up visit at your surgeon's office. If you develop any unusual symptoms as described in your post operative instructions, have difficulty urinating or have any other concerns, please call your surgeon at the phone number on your discharge instruction sheet.

PATIENT RIGHTS AND RESPONSIBILITIES

Our mission at the Riverside Outpatient Surgery Center is to improve the health of those we serve. An important value at our surgery center is that we honor the dignity and worth of each person.

To support these philosophies and our commitment to our customers and community, we have a Statement of Patient Rights and Responsibilities.

Patient Rights involve issues such as:

- Your mental, social, cultural and spiritual needs.
- Confidentially and privacy.
- The right to full information so you can make the best decisions.
- Active participation in your care.
- Living wills and power of attorney documents.
- Ethics consultation.
- The right to complain.
- Organ donation.
- The right to refuse treatment.
- The right to information about benefits, discomforts, alternatives and other details if you are participating in experimental research.
- Respectful care.
- Impartial access to treatment.
- To know the identity of the practitioner primarily responsible for your care.
- Reasonable response to your requests and need for treatment.
- Comfort and dignity in the treatment of your illness or terminal illness.
- Billing, financial aid and charge information upon request.
- Support services, such as an interpreter.
- Answering questions thoroughly about your health and medical history.
- Asking questions when information is not understood.
- Cooperating with physicians and surgery center staff.
- Following all surgery center policies, including those addressing smoking, visiting and other matters.
- Providing all necessary financial information so the medical bills may be paid.

A complete list of your rights and responsibilities is available. If you have concerns about your care, please contact the administrator at the Riverside Outpatient Surgery Center (614) 566-5080, the Ohio Department of Health at 1-800-342-0553.

Braille, Spanish, Japanese and large print versions of the statement of Patient Rights and Responsibilities are available.

Riverside Outpatient Surgery Center has a Corporate Compliance Program, in which all staff and physicians participate. This program assures that the business operations of Riverside Outpatient Surgery Center are conducted in accordance with applicable laws and regulations, that employees are educated about these laws and regulations, that operations are monitored to assure compliance and that deviations are reported and corrected appropriately. To discuss compliance issues, please call (614) 566-5350 or 538-0296.

LOCATION

The Riverside Outpatient Surgery Center is located in northwest Columbus (Upper Arlington). The address is 2240 North Bank Drive, approximately five miles northwest of Riverside Methodist Hospital.

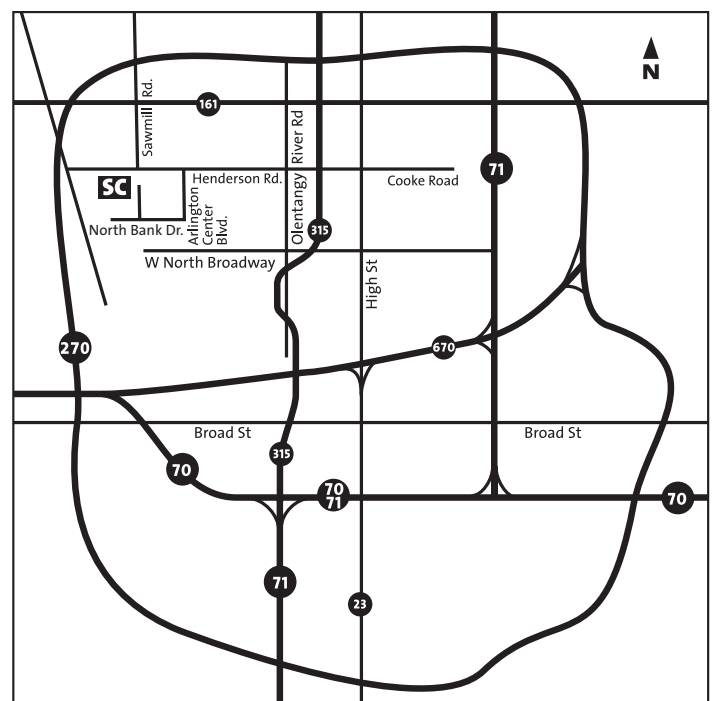
From State Route 315, take the Henderson Road exit. Turn west onto Henderson Road and travel approximately 2.5 miles, then turn south (left) onto Arlington Center Boulevard. Travel one block, then turn right onto North Bank Drive.

From State Route 33, turn east onto Henderson Road. Travel approximately 1.5 miles. Turn south

(right) onto Arlington Center Boulevard. Travel one block, turn right onto North Bank Drive.

From Sawmill Road, turn east onto Henderson Road. Travel approximately .7 miles. Turn south (right) onto Arlington Center Boulevard. Travel one block, turn right onto North Bank Drive.

After turning right onto North Bank Drive, proceed to the second driveway and turn right at the blue and white Riverside Outpatient Surgery Center sign. The building is located at the end of the driveway. It is a one-story red brick building. Free parking is in the front of the building.



SC = Surgery Center

A WORD ON UNIVERSAL PRECAUTIONS

During your stay with us, you may see your healthcare team wearing gloves or protective clothing while caring for you. This is to keep all patients and staff safe and in compliance with government regulations.

HOTELCARE

Riverside HotelCare® is a service for out-of-town patients who use our surgery center. It is available at the University Plaza Hotel, 3110 Olentangy River Road, Columbus, Ohio. Riverside HotelCare® provides a discount on a room which will hold up to four people, and offers free transportation to and from the Riverside Outpatient Surgery Center.

One free night of lodging is given for patients traveling distances greater than **50** miles when the patient's surgeon advises it is necessary for the patient to stay overnight in Columbus.

Patients must have a responsible person to accompany them from the surgery center back to the hotel. The driver of the shuttle cannot assume responsibility for the patient.

For reservations, please call the University Plaza Hotel at (614) 267-7461 or use the toll free number at (877) 677-5292. **Be sure to mention HotelCare to receive the special rate.**

FINANCIAL MATTERS

Insurance Verification

A member of our business office will verify insurance information and/or certain financial needs assistance.

The Surgery Center fees cover the use of the facility. You will be billed separately for pathology, surgeon and anesthesia services.

Billing Assistance

The surgery center will contact you regarding your co-pay or deductible amount prior to the day of your surgery.

As a courtesy, we will bill your primary and secondary insurance carrier or governmental agency directly for the facility charges.

If your surgery is not covered by insurance, please call (614) 538-0531 or 538-0296 to make financial arrangements.

If you have any questions concerning your insurance coverage or need assistance in coordinating your bill, please call (614) 538-0531 or 538-0296 – Monday through Friday, 8 a.m. to 4:30 p.m.

OWNERSHIP DISCLOSURE

The Riverside Outpatient Surgery Center is operated in partnership with OhioHealth. The physician who referred you to our Surgery Center may have ownership interest in this facility. You are free to choose another facility in which to receive the services that have been ordered by your physician.

HOMEREACH

HomeReach is a service that offers comprehensive care for patients who require assistance or medical care at home.

Call HomeReach at (614) 566-0850 for more information.

CUSTOMER SATISFACTION

We would like to sincerely thank you for the opportunity to care for you and hope that your experience with us went as smoothly as possible.

Your surgery center experience is important to us. You will receive our Customer Satisfaction Survey in the mail. Please complete and return it at your convenience.

JOINT COMMISSION PUBLIC NOTICE

The Joint Commission conducts periodic unannounced accreditation surveys of the Riverside Outpatient Surgery Center.

The purpose of these surveys is to evaluate the surgery center's compliance with nationally established Joint Commission standards. Survey results are used to determine whether the conditions under which, accreditation should be awarded to the organization.

If you have a safety or quality concern regarding your care, you are encouraged to call the Riverside Outpatient Surgery Center administrator at (614) 566-5080 or the Ohio Department of Health at (800) 342-0553.

If your safety or quality concerns have not been addressed to your satisfaction, or if you prefer, contact the Joint Commission at (800) 994-6610 or via their website at www.icipatientsafety.org.

MEDICARE BENEFICIARY CMS OMBUDSMAN NOTICE

Information is available on-line: www.cms.hhs.gov/center/ombudsman.asp or at 1-800-Medicare (1-800-633-4227) to the public and ASC patients to ensure that Medicare beneficiaries receive information and help they need:

- to understand their Medicare options
- to apply their Medicare rights and protections about the Medicare and Medicaid programs

- to understand prescription drug coverage
- to coordinate Medicare benefits with other health insurance programs.

The web site also includes information about filing a grievance or complaint.

YOUR SURGERY HAS BEEN SCHEDULED FOR:

Date: _____ Time: _____

Please plan to arrive at the Riverside Outpatient Surgery Center at:

Time: _____

by (physician): _____

If a physical and history, laboratory test or electrocardiogram (EKG) is to be done prior to surgery, the tests must be done within 30 days of your surgery date. Please have these results faxed to Riverside Outpatient Surgery Center prior to your day of surgery. The results will be reviewed and placed on your chart.

Riverside Outpatient Surgery Center
2240 North Bank Drive
Columbus, OH 43220
(614) 442-6515
Fax (614) 457-1887



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