

Le Bonheur East Surgery Center





Welcome!



Today's medical advances have made it possible for children in good health to have non-emergency surgery and return home the same day. The Surgery Center offers an alternative to overnight hospitalization in a comfortable and convenient atmosphere. For appropriate patients and procedures, same-day surgery can be accomplished with minimum interruption of family and business schedules and at a significant cost savings over inpatient care. LeBonheur East Surgery Center is the only same day surgery facility in the Mid-South dedicated solely to children.

Highly skilled, experienced surgeons, anesthesiologists, nurses and other caring staff members will take the time to care for your child's physical and emotional needs and answer any questions you may have. They will ensure that family and friends who accompany your child are comfortable and informed of your progress during your stay. You are encouraged to bring your child in for a pre-operative anesthesia evaluation and tour prior to the day of surgery. No appointment is necessary and it should only take around ten to fifteen minutes.

The following information should answer most questions you may have about the Surgery Center and will help prepare your child for their surgery. If not, please call us at the telephone number located on the back of this brochure. Our staff is dedicated to making your visit to the Surgery Center as worry free as possible.

Please note it is chilly in the surgery center. We suggest that family/friends that will be staying with you and your child bring a sweater or light jacket.

WiFi is available.

It is our goal to deliver your care to you as timely as possible. Healthcare is not an exact science when it comes to time. There are many possible reason for delays in scheduled times well beyond our control, including emergencies that occur inside and outside of our facility that effect all of us. We will communicate as openly as we can regarding delays and ask for your understanding as we do the right thing for each of our patients.

Thank you for allowing us to care for you or your loved one.

Preparing for Your Child's Surgery



You and your child's physician have decided that your child needs surgery. You should discuss any questions or concerns regarding the surgery or events leading up to the surgery with your child's surgeon.

MEDICAL HISTORY

You will be asked to complete a questionnaire regarding your child's health history and physical state. This information will be forwarded to the Surgical Team at the Surgery Center. To start the pre-surgical assessment process, We request you complete your child's medical history online with One Medical Passport. We recommend you enter your child's medical history online as soon as your child's surgery has been scheduled. Once you do this, our Pre-Surgical Assessment nurse will be able to access the information you entered online. This information will assist the nurse in organizing and documenting your child's complete medical history to prepare for their surgery. Please visit www.OneMedicalPassport.com to complete this process. The Surgical Team will review the information and may contact you if they have questions or need to give you specific instructions. You are encouraged to bring your child in for a pre-operative anesthesia evaluation and tour prior to the day of surgery. No appointment is necessary and it should only take around ten to fifteen minutes. Otherwise, they will meet with you the day of your child's scheduled surgery. Should you have any questions, you may call the telephone number located on the back of this brochure and speak with a team member. If you are unable to complete a Medical Passport, a pre-op nurse will call you to obtain the necessary information.

LAB TESTS

Your child may require some lab tests before your surgery. These may be performed immediately before your surgery or you may be asked to go to a specific laboratory several days before your surgery.

The Week Prior to Surgery



Sometime within the week prior to surgery, we ask that you bring your child to the surgery center for a pre-anesthesia workup and tour of the facility. We will attempt to answer your questions concerning anesthesia, payment and insurance coverage. A member of the anesthesia team will review your child's medical history including current medications, known allergies, prior surgery and/or hospitalizations. Any family history of anesthesia complications will also be discussed. Should your child develop an illness prior to surgery, such as a fever, cold, cough, rash, or wheezing, contact the center and your surgeon as soon as possible. You may be advised to see your child's pediatrician for treatment to avoid a delay in the surgery. It is also important that you inform us of any recent exposure your child may have had to contagious diseases such as chicken pox, measles, and mumps. Our registration department will attempt to inform you of any upfront collections for which you may be responsible. There is information that the government requires you to read and for us to review with you prior to the date of surgery. If you absolutely can't come in for the pre-operative visit, please contact us prior to surgery for instructions on how to receive this information. Not receiving this information could result in cancellation of your child's surgery.

The Day Before Surgery



A nurse will contact you the day before your child's surgery to verify your expected arrival time. The nurse will also give you information regarding the patient's dietary restrictions and proper attire. Your child should not have any solid food after midnight the night before the planned procedure. We will allow your child to have clear liquids (Sprite, Kool-Aid, Jell-O, water or apple juice) up to 2 hours prior to your expected arrival time. It is extremely important that your child follow these restrictions to avoid cancellation. Please bring your child in two piece pajamas or loose fitting clothing. We will allow them to keep the bottoms on for warmth as long as there is no metal in the clothing. It is our policy to perform a pregnancy test on all females that have started their menses. Your daughter will be asked to bring a first morning urine sample on the day of surgery. You will be given a specimen cup on your preoperative visit. If you were not able to come in preoperatively you may put this in any clean container. If you have not heard from the preoperative nurse by noon the day prior to surgery, please contact the facility at 901-287-4100. Although we ask you to come in prior to surgery for the preoperative visit, we will still need to speak to you the day prior to surgery to assure you have all the information you need to avoid a delay or cancellation of surgery. If your child gets a fever, cold or rash please contact your doctor. Your child's surgery may be postponed.

The Day Of The Surgery

WHAT TO BRING

- Insurance cards and picture I.D.
- Parent or legal guardian of children less than 18 years old.
- A list of all your child's regular medications, both prescription and non-prescription.
- Any special appliance or object instructed by your surgeon.

If you are a legal guardian or have Power of Attorney for this patient, please bring the appropriate legal documentation with you, verifying your status.

You will be given a designated time to arrive at the Surgery Center, approximately one hour before the expected surgery time, in order to get your child checked into the facility and have all questions answered. A legal guardian must sign all admission documents and surgical consent. A responsible adult, with the ability to make any medical decisions on behalf of the child, must remain in the facility throughout the entire process. Our goal is to make this process as easy as possible. While we do allow friends and family to accompany your child, we do ask that you not bring other children to the facility on the day of your child's surgery. If arrangements cannot be made for these children, another responsible adult should accompany you who will be asked to stay with them in the waiting room.

On arrival, you will report to the Admission/Registration area at the entrance of the center where you will sign documents allowing us to treat your child. At this point, you will be asked to pay any of your financial responsibilities.

After checking in, you and your child will be escorted to the preoperative area. We will remove your child's top and dress him/her in a hospital gown that ties in the back and slippers for his/her feet. An ID bracelet will be placed on your child's wrist or ankle which must be worn until discharge. Your child will need to remove any jewelry, glasses, contacts, or removable appliance such as a retainer. We will supply you with a belongings bag for all of your child's clothes and personal items. All visitors with your child will be given yellow visitor stickers. We ask that you wear these the entire time you are at the surgery center. This ensures the safety of you, your child and our staff. If you do not receive one, please ask any staff member and they will be glad to assist you. A nurse will take your child's vital signs and weight. She will verify that all of the information obtained is correct and ask you to sign a consent form for surgery and anesthesia if not already done. We will ask for a list of all medications that your child is taking including over the counter medications, so please be sure you have this information available.

For the majority of our cases an IV is not started until your child is asleep in the operating room. However, in special circumstances, we will start an IV in the preoperative area. If this occurs, you will be able to be with your child during this time.

All information will be reviewed by your child's surgical team prior to surgery. You may be asked the same questions by several people. This is for the safety of your child. Please feel comfortable asking any questions and let the staff know what we can do to increase your level of comfort.

ANESTHESIA CARE

The goal of pediatric anesthesia at LeBonheur East Surgery Center is to provide your child with the best medical and anesthetic care possible during surgery with safe and effective relief from pain.

Anesthesia, a temporary state of controlled unconsciousness, is produced by various medications known as anesthetics. During surgery your child will feel no pain or discomfort, will not awaken during the operation and will not remember the actual procedure.

Providing anesthesia for your child is a team effort. A pediatric anesthesiologist is a medical doctor who has specialized in anesthesia and is trained to understand the unique physiology and psychology of children under stressful conditions. A pediatric nurse anesthetist (CRNA) is a nurse who is specially trained to safely administer anesthetics in children. Together, the anesthesiologist and the CRNA will accompany your child throughout surgery and will work together to help your child sleep safely.

If your child is a known Sleep Apnea patient or has ever been told that they should have a Sleep Apnea study please contact the Surgery center prior to your scheduled date of surgery. If your child uses a sleep apnea machine (CPAP) please bring it with you on the day of surgery. You may leave the machine in your car. We will ask you to retrieve it if there is need after surgery.

The Surgical Procedure



After the preoperative procedure is complete and the surgical team has collaborated on the best possible course for your child, the operating nurse will take you and your child to the bunny tunnel where your child will be able to pick out a toy to take home. At this point, you will separate from your child and he/she will be taken to the operating suite. We will try to make this as easy for your child as possible. They will be allowed to sit up or lie down on the bed or one of the surgical staff may even hold your child while he/she smells the flavored “sleepy air” of their choice. They can choose from bubble gum, grape, strawberry, orange, cherry, watermelon, apple, vanilla or root beer. After your child is asleep, monitoring equipment will be placed on your child such as a blood pressure cuff, EKG pads for heart monitoring and a temperature monitor. An IV will be started to enable the anesthesia team to administer general anesthesia with the proper medications to keep your child asleep and unaware during the surgery. Local anesthetics may be injected while your child is asleep to reduce the amount of pain medications needed. The pediatric anesthesia team in charge of your child will select the best anesthetic for your child’s comfort and safety and will remain with your child throughout the surgery to closely monitor their progress.

The Recovery Period



After surgery, your child will go directly to the Recovery Room, or “wakeup room” as it is often called. During this time, a nurse will assess your child’s physical condition and remain at the bedside until your child is awake. At this time family will be allowed to join your child and remain with him until time for discharge. The nurse will continue to monitor your child and remain immediately accessible. Children vary in their reaction to anesthesia and medications but it is not unusual for children to cry upon awakening. Some are drowsy and awaken slowly, others wake up readily. An upset stomach and nausea can also be a side effect. Your nurse will monitor and give medications to keep your child as comfortable as possible. We will offer clear liquids and popsicles to assist with hydration and to monitor how well they will tolerate fluids. We ask that you encourage your child to drink as this will be something they will need to continue after discharge. The typical recovery time is between 1 and 2 hours.

IN THE EVENT OF A HOSPITAL ADMISSION

In rare cases, a hospital admission following outpatient surgery is necessary. This may happen as a result of complications such as: excessive vomiting, croup, or excessive bleeding. Your child’s medical team will discuss this with you should over night observation be required. The surgery center staff will make all of the arrangements for transportation and admission to Lebonheur Children’s Hospital or to the hospital your surgeon prefers.

Preparing To Go Home



The doctors and nurses caring for your child will decide when you are ready to go home. Before leaving, the staff will make sure your child is ready for discharge and that you are comfortable with the discharge instructions given to you. They will discuss any potential problems for which you may need to contact your doctor. You will be given a copy of the discharge instructions which will include any medicines the doctor has prescribed and how often to take them. If you provide the nurse with a pharmacy number, she will call the prescriptions into your pharmacy for ease in pickup. This form will also include your doctor's phone number. It is important that you understand these instructions and feel comfortable caring for your child after discharge. Please let your nurse know if you have any concerns or if something is unclear. When your child is ready for discharge, you will be asked to bring your car to the covered drive area of the pavilion where we escort your child via wheelchair. You may also carry your child out if you prefer. Although your child may still be drowsy, it is important that he or she is secured in a car seat or booster seat for the ride home, as age appropriate. You may want to bring a pillow or blanket for comfort.

Customer Service Survey

You will be asked to complete a customer service survey. We take our surveys very seriously and ask that you let us know how we could have better served your family. If we fail to offer a survey please request one.

What To Expect At Home



When you return home, your child may be inclined to nap or sleep the rest of the day. Plan to stay close by during the first 24 hours because your child may be groggy, irritable, unsteady and more needy than normal. They may require your attention more than usual. They will need assurance that the feelings they are experiencing are normal. Each child's experience following surgery is different but be sure to follow the discharge instruction orders regarding diet, medication, rest and activity. If you have any questions, please contact your surgeon.

Financial Policy

Thank you for choosing LeBonheur East Surgery Center as your child's health care provider. Our associates work very hard to make sure your child's insurance information is accurate and filed promptly. Thank you in advance for your assistance and patience during this process. In an effort to streamline this process, we will attempt to obtain the majority of your billing information from your surgeon's office. Please bring your insurance card on the day of service and if you are paying with a check or credit card, we will need a copy of the payer's driver's license. The surgery center will bill you for supplies and services done by the center only. You will receive a separate bill from the surgeon, anesthesiologist, and pathologist if needed. Should you have any questions regarding their bills, please contact them directly.

A surgery center representative will contact your insurance company for verification of coverage. Most insurance companies have deductibles and or co-payments that apply to surgical procedures. Although you are responsible for knowing what your insurance coverage is, someone from our office will call you prior to surgery to inform you of any payment due the morning of surgery. Co-payments are due the morning of surgery. We also collect on deductibles and will discuss this amount when we contact you. If you have not heard from us prior to surgery, please call 901-287-4100 to verify this information to avoid a postponement. Each time services are rendered a separate account is created. It is possible to have multiple accounts open at the same time.

A surgery center representative will attempt to contact your insurance company for verification of coverage. Precertification may be required by your insurance company. To assure coverage, it is very important for you to verify that this process has been done by your surgeon's office. **Most insurance companies have deductibles and/or co-payments that apply to surgical procedures. Co-payments are due on the date of surgery.** If there is an issue with your co-payment, you must contact our facility before the date of your scheduled procedure or your procedure may have to be rescheduled. **Deductibles are also due on the day of service unless other arrangements have been made with the center prior to the date of your scheduled procedure.**

If you have any questions or problems regarding your bill, call the surgery billing department at: (901) 516-1440.

We accept CASH, CHECK, OR CREDIT CARD (VISA, MASTER CARD, DISCOVER, and AMERICAN EXPRESS).

Minor Patients: The parents (or guardians) of the minor are responsible for full payment.

Billing and Collection Policy

If you provided us with the insurance information, your insurance company will be billed as a courtesy to you. The actual benefit will depend on your insurance policy, co-payment and remaining deductible due. The amount not covered by insurance is the responsibility of the guarantor or responsible party. Your portion is due in full within 60 days.

**PLEASE BE AWARE THAT YOU ARE
PERSONALLY RESPONSIBLE FOR THIS BILL**

Patient Rights & Responsibilities

We recognize that each patient is an individual with unique health care needs. We strive to provide considerate respectful care focused upon the patients individual needs including recognition of psychosocial, spiritual, and cultural values that may affect the patients response to care given.

OUR COMMITMENT TO YOU, OUR PATIENT:

- I. One level of quality of care throughout the Surgery Center.
- II. To respect you and your child's needs and wishes, and strive to work cooperatively with you in providing services.
- III. Considerate and respectful care, regardless of race, color, religion, sex, age, physical or mental disability or national origin.
- IV. To work with you on personal values and beliefs that do not interface with you or your child's care or the well-being of others and to provide support on matters of personal comfort and dignity.
- V. To provide you with the names and credentials of the doctors responsible for your child's care and access to a second opinion, upon your request.
- VI. To provide information to you about your child's medical treatment and answer any questions you may have regarding treatment, procedures, tests or surgery scheduled for you.
- VII. Your child's care will not be affected by your refusal to participate in any proposed clinical research.
- VIII. Information about the safety reasons for restraining your child, if necessary, either physically or with medication.
- IX. Information that would allow you to make your own healthcare decisions for the future (advance directives, such as Living Wills, Durable Power of Attorneys for Health Care and Proxies), and that our providing care to you will not be conditional on whether you have advance directives.
- X. Access to our Ethical Advisory Committee, upon your request, should you wish help with ethical issues.
- XI. To be considerate of the needs of all patients. XII. To provide appropriate and effective pain management and pain management education to those patients who are in need of it.
- XIII. Privacy and confidentiality during your visit with your child's medical record. You will be allowed access to your child's medical record, as appropriate. Due to HIPAA regulations, information regarding your child's care will only be given to persons designated by you at the the time of your admission.

- XIV. An explanation to any questions regarding your child's Surgery Center charges and our billing procedures.
- XV. An opportunity for you, your family, or a legally appointed representative to express any concerns about your care, with the assurance that any expressed concerns will not interfere with present or future care. The Surgery Center Clinical Director will assist you with the review and when possible, the resolution of these concerns.

Patient & Family Centered Care

Patient- and family-centered care is an approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among patient, families and health care practitioners. By truly partnering with our patients and their families-not only involving them in decisions about their care, but also gaining the benefit of their help and insights to better plan and deliver care-patients can achieve better outcomes, and healthcare facilities can improve the care for all patients.

What can you expect from Le Bonheur East Surgery Center LP:

- That patients & families are treated with dignity and respect
- The transparent sharing of information and communication of complete information
- Your participation in care planning and services
- Collaboration among our patients, families and healthcare providers in policies and program development

If you are interested in becoming a patient or family partner or for more information contact:

Carol Langston, Le Bonheur East Surgery Center

901-287-4100 Carol.Langston@mlh.org

Le Bonheur East Surgery Center

786 Estate Place • Memphis, TN 38120

901.287.4100

