

A PATIENT'S GUIDE TO PIERCE STREET SAME DAY SURGERY



Pierce Street **SAME DAY SURGERY**

The ONLY Choice for Quality and Affordability

2730 Pierce Street ■ Sioux City, IA 51104

(712) 294-7740

YOUR PROCEDURE IS SCHEDULED FOR:

Date/Time: _____

Physician: _____



Pierce Street **SAME DAY SURGERY**

The ONLY Choice for Quality and Affordability

Pierce Street Same Day Surgery
is a partnership between
UnityPoint Health – St. Luke’s
and physicians practicing
within the community.

Mission Statement:

To provide personalized surgical services
at the highest standard of quality
in a manner that is affordable
to the residents of Siouxland.

Same Day Surgery

Your doctor has scheduled you for surgery at Pierce Street Same Day Surgery which will enable you to return to the comfort of home just hours after your surgical procedure. You will enjoy convenience, caring staff, a comfortable atmosphere, and lower costs than a hospital.

It is important for you to understand what happens before, during and after your procedure. Following these instructions should help to make your stay pleasant and a smoother path to a rapid recovery.

How to Prepare

On the day prior to your surgery, a nurse from Pierce Street Same Day Surgery will contact you by telephone. For Monday surgery, you will be called on Friday. The purpose of this call is to:



- Tell you when to arrive at the Surgery Center, usually 1 - 1½ hours prior to your surgery. (You may be asked to come earlier if additional testing is ordered by your physician.)
- Instruct you how to prepare for surgery.
- Obtain information about your health history.
- Obtain the names of medications (prescription and nonprescription drugs) you are now taking. You will also be asked about the amount, how often, and why you are taking them.
- Obtain a list of your allergies.
- Obtain information about your previous surgeries, including any problems you may have had after receiving anesthesia. It is also helpful to know if anyone in your immediate family has a history of problems with anesthesia.

**If we have not reached you by
4 p.m. on the day before surgery,
please call us at
712-294-7740.**

The Night Before Surgery

It is important that you **do not eat or drink anything after midnight** the night before surgery, unless you have been instructed otherwise. For individuals having afternoon surgery and for children, instructions when to stop eating and drinking may be different.

- It is alright to brush your teeth and rinse your mouth with water, but don't swallow the water. Be especially careful with children, so that they do not accidentally eat or drink anything.
- Do not take any medications after midnight before surgery unless you have been instructed to do so. If you are diabetic and require insulin, do not take your insulin, but please bring your insulin with you.
- If you smoke, try to decrease or stop smoking before surgery.
- Please take a shower or bath and shampoo your hair. Do not use any lotion, cream, or oil in your bath or applied to your skin. Your doctor may ask you to remove any nail polish or artificial nails for certain surgeries.
- All piercings **MUST BE REMOVED** before surgery.
- For your safety after receiving anesthesia, sedatives, and pain medications, **you must arrange for a responsible adult to drive you home.**
- Please arrange for someone to stay with you on the night of surgery.
- Please leave all jewelry and any valuables at home but remember to **bring a photo ID and your insurance card.**
- Other specific instructions will be given to you by the Pierce Street Same Day Surgery nurse the day before your surgery.

If There's a Problem

If a change in your general health develops before surgery, such as a cold, persistent cough, fever, or any health problems, please notify your doctor immediately.

Day of Surgery

Pierce Street Same Day Surgery is located at 2730 Pierce Street directly across from UnityPoint Health – St. Luke’s. The parking lot is located in front of the Surgery Center. If that lot is full, you may park in the parking ramp located directly behind the Surgery Center. Valet parking is available at no charge for your convenience at the main entrance. For further directions you may refer to the maps in the back of this booklet.



Come in the Surgery Center and check in at the reception desk. At this time your insurance card will be copied and your registration papers signed. Please remember to bring your driver’s license or a government issued photo ID. **Any copayment required by your insurance will be collected at this time.**

Pre-Operative Care Plan

You will be prepared for surgery and will also recover from surgery in one of our 21 private patient suites. Your temperature, pulse, and blood pressure will be taken before you go to surgery. The nurse will explain what to expect for the remainder of your stay and discuss methods of controlling pain after surgery. This is a good time to ask questions and discuss any concerns you may have.

Before you go to surgery, you will be asked to put on a gown and remove any dentures, hair pins and accessories, jewelry and contact lenses. If you wear contact lenses, please bring a contact lens case with you. Rings should be removed, if possible, and all body piercings must be removed.

The Operative Consent

A nurse will ask you to carefully read and sign your consent for surgery. If you are under 18 years of age and not married, your parent or legal guardian must sign for you. A guardian must bring the legal documents showing proof of guardianship along on the day of surgery.

Anesthesia

Anesthesia keeps you from feeling pain during surgery. Before your operation, a doctor specializing in anesthesia will visit with you. The anesthesiologist will ask about your health, medications you take and previous surgeries. It is important to tell the anesthesiologist if you or any of your family have had problems with anesthesia in the past.

The type of anesthesia you receive will be decided by the anesthesiologist and your surgeon. This will be discussed with you before surgery.

Going to Surgery

Approximately 15 to 30 minutes before your surgery is scheduled, you will be taken back to the operating room. Remember your scheduled surgery time could change as it is an estimated time.

Before going to surgery, the anesthesia staff will visit with you. Anesthesia staff will be with you throughout your surgery. An intravenous (I.V.) line will be started to give medication and fluids. Medications to help you relax are usually given before the procedure, after your I.V. is started. The medication will usually make you feel drowsy and less anxious.

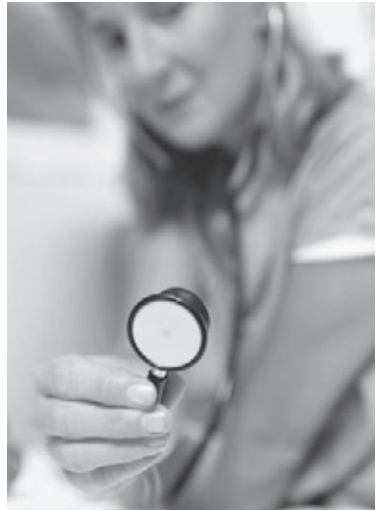
In the operating room, you will be greeted by a surgical nurse and monitoring devices will be applied on different parts of your body. This special equipment will be used by the anesthesia team to check your blood pressure, pulse, and breathing throughout the surgery.

Hair in the area of your body where the surgery will be done may be shaved or trimmed in the operating room.

When your surgery is completed, you will be moved to the Post Anesthesia Care Unit (PACU or Recovery Room). Your vital signs will be watched closely by nurses until your condition is stable. You will then be moved to our beautiful and spacious Same Day Surgery Recovery Unit. If you do not require monitoring in the PACU, you will go directly to the Same Day Surgery Recovery Unit.

After Surgery

Upon arrival to the Same Day Surgery Recovery Unit, the nurse will continue to check your vital signs, surgical site, and overall condition. It is normal to feel sleepy after most anesthesia. The sleep helps your recovery. When you awaken, you may have something to eat and drink. The amount of food you eat depends on how you feel. The nurse will tell you what is available.



Tell your nurse if you are nauseated or need medication for discomfort. Until you are fully awake and able to drink, the pain medication will be in the form of an injection through your I.V. You may take a pain pill when you are more alert and taking fluids well.

Depending upon the type of surgery you have, you may have bandages or dressings. Your nurse will explain these to you. Do not be alarmed if you see some bloody drainage.

- If you had general anesthesia, you will remain under a nurses' care in the recovery area until you are awake.
- If you had a local anesthetic, you will rest in the Same Day Surgery Recovery Unit until your doctor determines that you are ready to go home.
- It is normal to feel drowsy or weak for several hours after surgery. It generally takes 24 hours for the effects of an anesthetic to wear off completely.

- Your final recovery will take place at home. No matter the surgery, you need to rest. Do not make plans for that evening, except to relax and get plenty of sleep.
- Eat lightly and do not drink alcoholic beverages or take non-prescription drugs for at least 24 hours after your surgery.
- **Arrange for someone to drive you home and stay with you when you get home.**
- A nurse will call you, after a day or two, to check on your progress and to answer any questions you may have.

Your Family

Your family or friends will be asked to wait in the Pierce Street Same Day Surgery Waiting Area while you are in surgery. There is a receptionist in the waiting area to assist your family and keep them informed of any delays. **We ask that your family not leave the waiting area without informing the receptionist.** The Pierce Street Cafe is located right next to the waiting room along with free Wi-Fi and a kid’s play area for your convenience.

Going Home

Since you have undergone a surgical procedure and received an anesthetic, it is normal to feel sleepy and to have some discomfort upon your dismissal. You will be given instructions on how to manage your discomfort at home, diet, activity, care of bandages, and how to contact your doctor if problems develop.

You must be driven home by a responsible adult and have someone stay with you when you get home. No matter how well you feel, someone should be there just in case there is a sudden change in your condition.

If you are not ready to go home by early evening, or in the unlikely event the surgery takes longer than expected, your doctor may arrange for you to be admitted to UnityPoint Health – St. Luke’s.

A nurse from Pierce Street Same Day Surgery will call to check on your condition a day or two following surgery. If your surgery is on Friday, the nurse will call on Monday.

Personal Checklist

- Contact your insurance company to confirm whether pre-authorization is required for your procedure. Failure to do so may result in denial of benefits.
- Do not eat or drink (even water) after midnight the night before surgery, unless specifically instructed otherwise.**
- Arrive at Pierce Street Same Day Surgery at the time you have been instructed.
- Bring your insurance, Medicare, or Medicaid card, driver's license, or government issued ID.
- Bring test results that your doctor may have given to you.
- Leave jewelry and other valuables at home. Remove all body piercings.
- Wear simple, loose-fitting clothes.
- Bring slippers or warm socks to wear.
- Don't bring pajamas, gowns, or robes, as the Surgery Center furnishes special gowns.
- Limit the number of family members or friends that accompany you, so you will be able to rest.
- PLEASE ARRANGE FOR A RESPONSIBLE ADULT TO DRIVE YOU HOME AND STAY WITH YOU THE NIGHT OF SURGERY.

If additional questions about your surgery, *call*

(712) 294-7740

Special Instructions for Parents of Children Having Surgery

Remember that your child should have nothing to eat or drink, including water, after midnight the evening before surgery, unless otherwise instructed by the Pierce Street Same Day Surgery staff.

The Surgery Center features a Kids Play Area. In this area you will find a T.V. and a variety of books for children to enjoy before going to surgery. **A parent or guardian must accompany children and remain in Same Day Surgery at all times during the procedure.**

The parent or legal guardian will be asked to sign a consent form for surgery. If you are the child's legal guardian, you must bring the legal documents showing proof of guardianship.

- You may stay with your child throughout the entire stay except when your child is in the surgery and recovery rooms.
- Please arrange child care for any other children so that you can give your full attention to the child having surgery. Children should not be left unattended in the waiting areas.
- After surgery, infants and small children may sit on your lap or in your arms.
- An I.V. may be in place, but can be removed as soon as your child is drinking liquids.
- A reassuring toy or blanket may be brought to the surgery center and may stay with your child at all times. If your child takes a bottle, you may want to bring it for use after surgery.

Insurance/Billing

Medical claims will be filed on your behalf to your insurance company. It is a good idea to contact your insurance company or human resources at your employer prior to your surgery to verify benefits coverage and any pre-authorization requirements. You may also receive multiple bills from other providers involved in your care. These may include your surgeon, Anesthesiology Consultants PC, Siouxland Cytology Consultants, Radiology Consultants and UnityPoint Health – St. Luke's.

Iowa Advance Directives

There are two legal documents that protect your right to refuse medical treatment you do not want, or to request treatment you do want, in the event you lose the ability to make decisions for yourself:

1. The **Iowa Durable Power of Attorney for Healthcare** is one kind of advance directive. A DPA states whom you have chosen to make health care decisions for you. It becomes active any time you are unconscious or unable to make medical decisions.
2. The **Iowa Declaration** is your state's living will. A living will is another type of advance directive. It is a written, legal document that describes the kind of medical treatments or life-sustaining treatments you would want if you were seriously or terminally ill. A living will doesn't allow you to select someone to make decisions for you.

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, education, 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 healthcare, and have Surgery Center staff and practitioners who provide care in the 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 that your doing so will not adversely affect the quality of care provided.
11. Be advised of the 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, and that patient will be provided with a written notice of the grievance determination that contains the name of

the 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 Surgery Center or another physician of the patient's choice.
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 healthcare.
14. Confidential treatment of all communications and records pertaining to patient's care and visit at the 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 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/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.
24. If eligible for Medicare, to know upon request and in advance of treatment whether a healthcare provider or facility accepts the Medicare assignment rate.
25. Expect reasonable safety insofar as the 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 patient's rights, which shall be posted within the Surgery

Center so that such rights may be read by all patients.

28. Receive appropriate knowledge regarding absence of malpractice insurance.
 29. Receive appropriate information regarding provider credentialing.
 30. Receive pastoral care as requested and as appropriate to patient's needs.
- All Surgery Center personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patients' rights.

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:

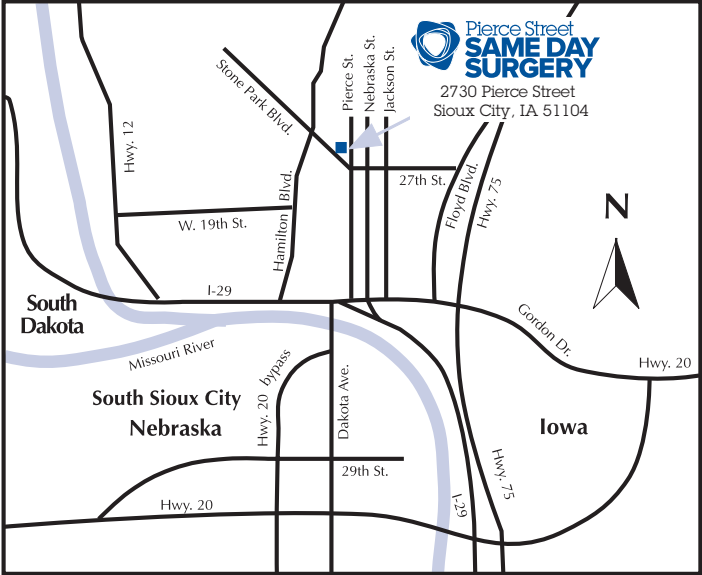
1. Provide accurate and complete information about present complaint, past illnesses, hospitalizations and other matters related to your health status.
2. Make it known whether course of treatment and what is expected of the patient is clearly understood.
3. Follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
4. Keep appointments and notify the Surgery Center or physician when unable to keep an appointment.
5. Accept responsibility for any actions resulting from the refusal to follow treatment or physician's orders.
6. Accept and ensure that the financial obligations of care are fulfilled as promptly as possible.
7. Follow Surgery Center policies and procedures.
8. Be considerate of the rights of other patients and Surgery Center personnel.
9. Be respectful of personal property and that of other persons in the Surgery Center.

Pierce Street Same Day Surgery 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 Supervisor or Director of Nursing.

DISCLOSURE OF OWNERSHIP INTEREST

Please be advised that UnityPoint Health – St. Luke's and community physicians have a financial interest in Pierce Street Same Day Surgery. You are entitled to obtain the services for which you have been referred to Pierce Street Same Day Surgery at the location of your choice.

Highway Directions to Pierce Street Same Day Surgery Center



Highway 12

Take Highway 12 to West 19th, and West 19th to Hamilton Boulevard. Take a left on Hamilton, drive 1 mile, turn right on Stone Park Boulevard. Take Stone Park Boulevard to 27th Street. St. Luke’s will be on your left and Pierce Street Same Day Surgery will be on your right.

Highway 75

Take Highway 75 to Floyd Blvd. Exit. Follow Floyd Blvd. and turn right on to 27th Street. At Jones Street jog right, then left. Follow signs to St. Luke’s.

Highway 20

Take highway 20 to Business District Exit, follow Nebraska Street to 27th Street. Turn left, go 1 block. St. Luke’s and Pierce Street Same Day Surgery will be on your right.

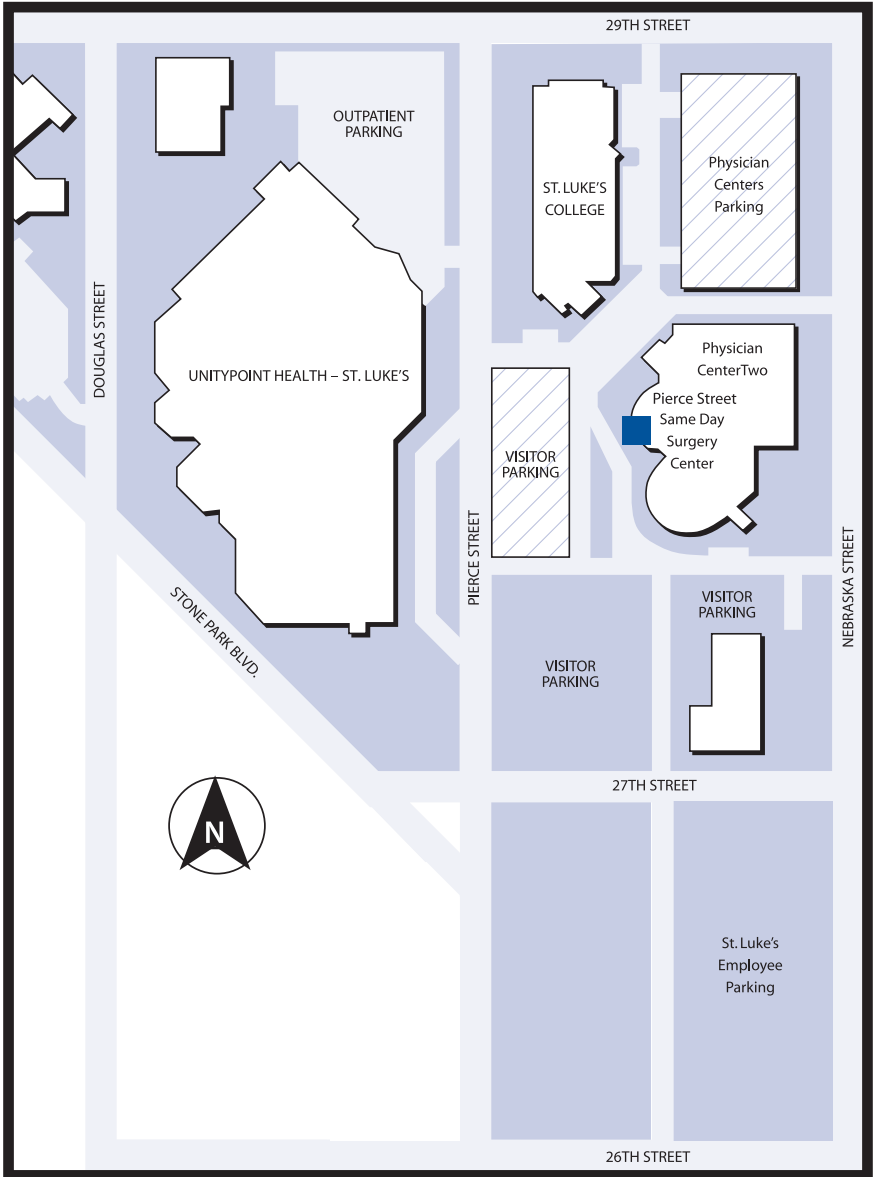
I-29



On I-29, exit at Business District. Follow Nebraska Street to 27th Street. Turn left, go 1 block. St. Luke’s and Pierce Street Same Day Surgery will be on your right.

Highway 77

Take Highway 77 Bypass to Dakota Avenue. Cross Veteran’s Memorial Bridge on to I-29 South and take Business Exit. Follow Nebraska Street to 27th Street. Turn left, go 1 block. St. Luke’s and Pierce Street Same Day Surgery will be on your right.

St. Luke's Campus Map



-  Pierce Street Same Day Surgery Entrance
-  Pierce Street Same Day Surgery Parking



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Sioux City, IA 51104