



**325-203-5106**  
2401 Crockett Drive  
Brownwood, Texas 76801

## **WELCOMES YOU**

Hendrick Surgery Center, LLC, is an outpatient ambulatory surgery facility. Modern medical advances have made it possible for individuals to have non-emergency surgery outside of the hospital environment.

Hendrick Surgery Center in Brownwood was developed by Hendrick Medical Center and surgeons in the community to offer the highest and safest quality of personal surgical care. This affordable and convenient alternative to hospitalization enables us to better serve the needs of patients and their families. We are locally owned and maintain a warm, comfortable, private, home-like atmosphere.

## **DAY OF SURGERY**

- 1.** Shower prior to surgery as instructed in your patient packet. Remove makeup, jewelry, body piercing(s) and artificial fingernails before arrival for surgery. Brush your teeth the morning of surgery.
- 2.** Wear loose, comfortable clothing (i.e. sweat suits, easy button shirts or blouses) and comfortable low-heeled shoes.
- 3.** Leave all valuables at home. Bring your driver's license and insurance cards.
- 4.** Bring a list of both your prescription and non-prescription medication(s). Include the dosage and time(s) taken.
- 5.** Be prepared to sign forms confirming your consent for the operation.
- 6.** Arrange for a responsible adult to drive you home and stay with you the first 24 hours after surgery. You may not drive yourself or be left alone.
- 7.** Bring all insurance papers with you the day of surgery. See "Insurance and Your Bill" section.
- 8.** A nurse will give you a gown, slippers, surgical cap and personal belongings bag (to store your clothing), check your temperature, blood pressure and pulse rate and ask you to empty your bladder prior to surgery.
- 9.** Your responsible adult may wait for you in our facility lobby.

**Additional instructions regarding your specific surgical procedure will be provided during your preoperative phone call.**

**If you have any questions, please call 325 203 5106.**

## **AFTER SURGERY – AT HOME**

Arrange in advance for a responsible adult to drive you home and to remain with you for the first 24 hours after surgery. You may not drive yourself or be left alone.

After you have returned home, be sure to follow your surgeon's orders regarding diet, rest and medication use. Unless given other instructions, you should start your diet with clear liquids. By the day after surgery, you should be back to your normal diet.

It is not unusual to feel a little sleepy or a little dizzy for several hours after your operation. Do not sign any important papers or make any significant decisions until this feeling has worn off.

A nurse from Hendrick Surgery Center will call you the next working day after surgery to see how you are doing and to answer any questions you may have.

Do not drive a car, smoke, drink alcoholic beverages, operate heavy machinery or cook until the day after surgery.

In order to help us with your follow-up and to improve our service, we will ask you to return a questionnaire after surgery.

**If you have any questions, please call 325 203 5106.**

## INSURANCE AND YOUR BILL

Prior to surgery at Hendrick Surgery Center you will be contacted regarding your insurance coverage. Due to the number of insurance plans, we suggest that you contact your insurance company if you have any questions regarding coverage.

After surgery, we will file your insurance claim for you. We will ask you to sign an "assignment of benefits form" so that the insurance payment comes directly to Hendrick Surgery Center. Any amounts not covered by your insurance, deductibles, copay and/or co-insurance will be collected the day of surgery.

If the facility costs are more than anticipated, you will be billed for the difference. Any overpayment will be promptly refunded to you. Hendrick Surgery Center's bill does not include charges for your surgeon, cardiologist, radiologist or anesthesiologist. Physicians involved in your surgery center treatment will bill you separately.

### OTHER SERVICES

Laboratory, pathology and other services are provided at Hendrick Surgery Center in cooperation with various outside agencies. These services will be provided and billed by an agency approved by your insurance company.

### CHARGES

Charges at Hendrick Surgery Center consist of two components, a base fee for each procedure performed and subsequent itemization of implants and special equipment. You are required to pay the deductible, copay and/or co-insurance portion(s) on the day of surgery.

If you have any questions or problems regarding your billing, please contact our Hendrick Surgery Center business office at 325 203 5106 between the hours of 9:00am and 5:00pm CT Monday through Friday. We will be happy to help you.

**If you have any other questions, please call 325 203 5106.**

## **FREQUENTLY ASKED QUESTIONS**

### **WHAT INSURANCE IS ACCEPTED?**

Hendrick Surgery Center accepts all types of insurance, including Medicare and Medicaid. Both in-network as well as out-of-network insurance is accepted.

### **HOW LONG WILL MY PROCEDURE TAKE?**

You will have a scheduled start time for your procedure. We will make every effort to minimize patient wait times, but occasionally delays may occur due to the care needs of other patients. Your procedure should start within one (1) hour of arrival. The length of time for your procedure will vary. Your physician can provide you with an estimated length of surgery. After your procedure, you can expect to stay for an hour and a half, or until the staff determines it is safe for you to go home.

### **CAN I TAKE MEDICATIONS PRIOR TO SURGERY?**

If you take medications routinely for any condition, ask your surgeon whether to take it (or not) the day of surgery (i.e. insulin, blood pressure pills, heart medication). Hold blood thinners such as HEPARIN or LOVENOX seven (7) days prior to surgery. Do not take ASPIRIN or IBUPROFEN (i.e. ADVIL or ALEVE) within seven (7) days prior to surgery. Do not take COUMADIN five (5) days prior to surgery. This must be cleared with your surgeon. Patients taking PLAVIX must have clearance and consult with their cardiologist before and after surgery. Any patient with cardiovascular disease must have seen their cardiologist within twelve (12) months prior to surgery.

## **QUESTIONS**

If you have questions, please give us a call at 325 203 5106

We appreciate the trust you have placed in the staff of Hendrick Surgery Center and we will make every attempt to honor that trust by providing the quality of medical care you require and deserve.

We are dedicated to making your stay at Hendrick Surgery Center as comfortable as possible. We solicit and welcome your comments and suggestions.

**THANK YOU.**