

HEA SURGERY CENTER

January 26, 2016

OVERVIEW

1. About Houston Eye Associates Gramercy Surgery Center

Houston Eye Associates has its very own surgery center, HEA Surgery Center, PLLC located on the first floor of our main office. It is equipped with the latest state-of-the art surgical equipment. It is an "Eye Only" surgery center, meaning that only ophthalmic or eye surgeries are performed here. This allows the Center's staff to be highly specialized and provide top quality care to each of its patients. The Center uses the most up-to-date technology to support HEA's physicians in providing the best care for your eyesight. Cataract surgery, corneal transplants, glaucoma surgery, eye muscle surgery and oculo-plastic surgery are only some of the types of surgery performed by our physicians. We also perform eye surgery on pediatric patients 2 years or older. For more information on HEA Surgery Center, please call (832) 553-7171 or ask your HEA physician.

2. How to Prepare for Surgery

Surgery is a team effort and you are an important participant. There are certain steps you need to take. Please follow these instructions listed below, as they are important. Call us if you have any questions or concerns. Remember we are here to help.

3. Before Surgery

Your physician's surgery scheduler complete the required paperwork to submit to Insurance Verification so they may obtain the proper authorizations as required. Once authorization is received, your appoint information is sent to the Ambulatory Surgery Center. You will receive a call from the Business Office to discuss your estimated out of pocket expenses and the Anesthesia cost which are billed separately.

One Medical Passport Online Preoperative Questionnaire

You will receive a message to your email account with directions to go to the www.houstoneye.com website address to sign into One Medical Passport to establish a HIPAA compliant patient account. Once the account is established, you will complete a questionnaire detailing your medical history, surgical history, and current medications. The process takes about 10-15 minutes unless you have an extensive history. Also on the website, you will be able to read information

regarding the surgical process and what to expect. You will also read and become familiar with documents you will sign at the registration desk. Once the questionnaire is completed, the information is sent to the Preoperative Call Nurse who will call you if there is criteria Anesthesia requires a follow-up phone call to obtain more information. If not, you will be contacted by our One Medical Passport voice mail to alert you of your appointment date/time.

If for any reason you cannot keep your scheduled appointment for surgery or you notice one of the following, please contact your doctor's office immediately:

1. You experience any change in your health such as a cold, fever, or cough.
2. You suspect that you are pregnant.

NPO Guidelines

Please refer to our NPO guidelines to determine what you eat/drink and when you can eat/drink before surgery. Please call the Preoperative Call Nurse if there are any questions.

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You will be given an **arrival time** by the physician's surgery scheduler. Please arrive on time and call if you are delayed. Please understand that your arrival time is **NOT** your surgery time, as many things need to happen before surgery begins. Please follow the below *Before Surgery* checklist to ensure your surgery is not delayed or cancelled.

Before Surgery Checklist

1. Be sure to have an ADULT escort present to accompany you during your stay at the surgery center, accompany you home and stay with you for the first 24 hours.
2. Your escort **MUST REMAIN** at the facility during your procedure from admit to discharge.
3. Please leave valuables, including jewelry and body piercings at home.
4. Wear comfortable loose fitting clothing. The Surgery Center has a preference for shirts with front button to have easier access to the chest to apply monitoring equipment.
5. Do not wear makeup or contact lenses.

6. Please bring a written list of your medications you are taking along with the dosages. Please inform the nurse what medications were taken the morning or evening of surgery..
7. Be sure to bring your picture identification and insurance information.
8. Be prepared to pay. The Surgery Center does accept all major forms of payment such as credit cards, checks and cash. You will receive a separate bill for Anesthesia services.

4. Day of Surgery

1. Please bathe or shower prior to your surgery. Only use those products recommended by your physicians on the area for surgery. Do not apply your lotions, creams or powders.
2. If you wear your hearing aids, keep the hearing aid in the ear on the opposite side for surgery.
3. Be sure to empty your bladder. **CAUTION:** If you are a child/adolescent/woman of childbearing age, you will be ask for a urine specimen in order for the staff to perform a pregnancy test prior to the administration of any sedation..

When you arrive at the surgery center, you will check in at the reception desk and complete any additional paperwork needed. Payment is due prior to rendering services. The billing office should have contacted you prior to the day of surgery to inform you of the amount due.

You will wait in the Front Lobby until registration is complete. Eating and drinking is NOT permitted in the front Lobby. After you are taken back for surgery, your family will be directed to the Discharge Lounge where they will be called when you are ready to be discharged. Your family will have access to TV, magazines, coffee and vending machines for snacks.

We have multiple surgeons operating at the same time performing a variety of surgeries of varying time lengths. Patients arriving after you maybe taken back to surgery first for varying reasons such as for another physician, for the Catalys Laser, Yag Laser, tissue delays due to weather conditions, overnigheted Special order lens , etc. Many factors affect your wait time but please remember that the order of patients is determined by your surgeon's office. Please allow for approximately 3 hours for the entire process from registration to discharge.

Once you arrive in the Preop area, A nurse will ask questions , verify patient identification information, and get the proper consents signed. He/She will also start an

IV and instill drops in the eye to numb the eye and dilate the pupil. The Anesthesiologist will evaluate you and complete an evaluation for surgery and determine the appropriate type of anesthesia based on the request from your surgeon.

Your surgeon performs the procedure assisted by nurses and surgical scrub techs. You are constantly monitored by the anesthesia provider. For most surgeries, a plastic drape is placed over the eye following the insertion of an eye speculum which holds the eye open for surgery. This process is well tolerated due to the use of numbing drops and sedation administered by anesthesia. We encourage you to communicate with your care providers if something is uncomfortable.

5. After Surgery

When surgery is complete, you will be taken to the recovery room where you will be attended by a nurse until you are ready to go home.. The nurse will check your vital signs and administer medications as needed for pain or nausea. You will remain in recovery until you have met discharge criteria meaning your vital signs are stable, you feel comfortable and alert. Your time in recovery can vary based on the type of surgery performed and physician's orders. The time can range from 10 minutes for cataract surgery and up to 30 minutes for cornea and plastic surgeries..

Patient who have received anesthesia will be allowed to leave in the company of a responsible adult per the Texas Department of State health regulations. It is recommended for you to have the responsible adult in attendance with you for the first 24 hours following surgery.

After Surgery Checklist

1. Do not drive, cook, operate heavy machinery, smoke, drink alcoholic beverages for 24 hours after surgery.
2. Do not sign any important papers or make any important decisions for 24 hours after surgery.
3. The responsible adult will receive your discharge instructions and all your belongings prior to discharge.
4. Home instructions from your surgeon regarding diet, rest, medication, and activity will be given to you and the escort prior to your discharge.
5. You will receive a follow-up phone call to the number provided upon registration to find out how you are doing and what more we could have done to make your

visit more pleasant. Please be sure to give a working phone number for the post-op callback.

6. Additional Items to Consider for your Visit

1. Power of Attorney and Guardian Ship

Many of our patients have issues with dementia and/or competency due to advanced age. In order for consent for surgery and anesthesia, a person must have a firm understanding of WHY they are having the surgeries, what surgery they are having and understand the RISK/Benefits of such surgery. These elements MUST be understood in order for an adult to consent to surgery. A family member without the proper paperwork cannot sign the consent. There are 2 types of documents giving the family member or appointed delegate legal authority when the patient is not able to consent.

Medical Power of Attorney: This document is obtained when the patient is still competent to sign legal paperwork (before dementia progresses for example). A medical Power of Attorney designates an individual and alternate who have the authority to sign medical consent when the patient becomes unable to do so. FYI: A Durable Power of Attorney ONLY gives the designated person the authority to conduct financial decisions, NOT medical decisions.

Guardianship: This document is obtained through the court system when there is not medical power of attorney in place and the patient is now NOT COMPETENT to sign legal paperwork or the patient was never competent to do so.

Guardianship designates an individual and alternate who have the authority to sign medical consent in all situations.

7. Numbers to Call for Information

Below are some numbers you might call if there are specific questions you need answered:

QUESTIONS	TITLE	PHONE NUMBER
Pre-admit assessment for anesthesia prior to surgery	Preoperative Call Nurse	OFFICE – 832 553 7166 FAX – 832 553 7168
Surgery Process or Post Op	Nurse Representative	Front Office: 832 553 7171

questions		Post-Op: 832 553 7179
Co-Pay and Co-Insurance amounts for collection	Business Office Representative	You will receive a call from them.
Anesthesia Billing	Anesthesia Representative	Office – 281 348 0418 or 281 348 0400
HEA Billing Statement	Patient Account Representative	Office – 832 280 3615
Refund	Refund Auditor	Office - 713 558 8729
Pathology Billing	Your Surgeon	Your Surgeon Office
Complaints, Compliments, Questions	ASC Administrator	832 553 7171 ext. 2722
Complaints, Compliments, Questions	HEA Administrator	713 668 6828 ext. 2408
Complaints not resolved by HEA Administration	Medicare Ombudsman	1-800-MEDICARE www.cms.hhs.gov/center/ombudsman.asp or Peter W. Pendergrass, MD, MPH The Dept. of State Health Services Health Facility Compliance Director 1100 West 49 th Street Austin, TX 78756 1-888-973-0022
Grievances	Accreditation Association for Ambulatory Health Care (AAAHC)	5250 Old Orchard Road, Suite 200 Skokie, IL 60077 Office – 847 853 6060 Fax – 847 853 9028

