

Patient information

PREPARING FOR YOUR SURGERY

Scheduling: Your surgeon's office will schedule your surgery The Center. If you need to cancel or reschedule your procedure please do so through your surgeon's office.

Healthcare coverage is ever changing and can be complicated. **We recommend that you call your insurer to confirm that The Surgery Center at Cranberry (SCAC, LLC) is a participating facility with your healthcare plan.** You may also want to confirm **Premier Anesthesia Services of Southwestern PA, LLC** is a participating anesthesia provider.

When you call your insurance company they may need the following information:

- CPT Code (procedure code) _____
- ICD-10 Code (diagnosis code) _____
- SCAC NPI number 1902876212
- SCAC Tax ID number 56-2286973
- Premier Anesthesia NPI number 1649574468
- Premier Anesthesia Tax ID number 26-3490419

Call the Member Services phone number located on the back of your insurance card and ask to speak to a live representative.

Tell them you are calling to find out if your plan covers your scheduled procedure at The Surgery Center at Cranberry and what your financial responsibility will be.

Ask the following questions:

1. Is The Surgery Center at Cranberry a participating in-network provider? If "NO" then ask if you have out-of-network benefits.
2. Ask what your financial responsibility will be.
3. Ask if Prior Authorization or any other documentation is required from your surgeon. If "YES" then ask "what is needed?"
4. Ask questions 1 & 2 again, regarding Premier Anesthesia Services of Southwestern PA, who will provide your anesthesia.

A claim will be filed with your insurance provider.

Any remaining balance is your responsibility.

Pre-admission clearance: Clearance must be obtain by your physician within 30 days of your surgery. Any testing needed for this clearance will be determined by your PCP and/or surgeon. Clearance must be received by The Center within 72hrs prior to your scheduled day of surgery.

You will receive a request via email/text/or phone call for a pre-admission assessment to be completed. This assessment includes questions regarding your health history, past surgeries, allergies and medications. Regardless of how you complete this information, a Registered

Nurse will call you to provide you with instructions, and to answer any questions you may have regarding your upcoming surgery.

1-2 business days before your surgery: you will receive a phone call with your arrival time. If you have any special requests or transportation needs please inform us at the initial phone call. We will do our best to accommodate requests but unfortunately requests are not guaranteed.

Surgical instructions:

You may not eat or drink anything after midnight the evening before your surgery. Also no chewing gum, tobacco, or breath mints.

Please bring the following with you:

- Insurance cards,
- Photo ID
- Any monies owed
- If you are a diabetic, please test your blood sugar before your arrival. If you are on insulin, please bring it with you.
- If you use an inhaler, please bring to The Center
- No make-up, perfume, or after shave
- Leave all valuables at home, such as jewelry, money in excess of what is owed, purse/wallet etc.
- Firearms and other weapons are not permitted in healthcare facilities
- Wear loose fitting clothing, preferable a button down shirt
- Bring your living will/advanced directive in the event of an emergency
- Bring Power of Attorney or proof of guardianship papers if someone other than the patient is signing consent

Your arrival: Enter through the main entrance, The Surgery Center is located on the first floor.

Please sign in at the registrations desk and have a seat. Someone will call you to registrations when it's your turn. You must provide information regarding your family member/ responsibility party including a cellphone number. **The responsible party must stay in the facility or your surgery may be cancelled.** There is a patient tracking board that will let your responsible party know where you are throughout your stay.

Getting ready for surgery: You will be escorted to the pre-operative area where we will get you ready for your surgery, and educate you on what to expect. An anesthesia provider will visit you and explain their role in keeping you comfortable.

During surgery: The amount of time in the operating room will vary depending on the type of procedure. The OR staff and anesthesia providers will keep you informed throughout the process.

Following surgery: You will be taken to the recovery room where your vital signs will be monitored. The nursing staff will and any questions or concerns as well as review discharge instructions with you and your responsible party. Once you are evaluated by anesthesia and

determined to be stable for discharge, your driver will be asked to bring the car to the portico for discharge. You will be assisted to a wheelchair and escorted to the vehicle.

Follow-up: If you have any questions or concerns please contact The Center or your surgeon. You will be contacted within 72 hours via email/text/phone to address any issues or concerns.

You will be sent information on completing a Patient Satisfaction Questionnaire. This can be done via the link, this website, or on paper.