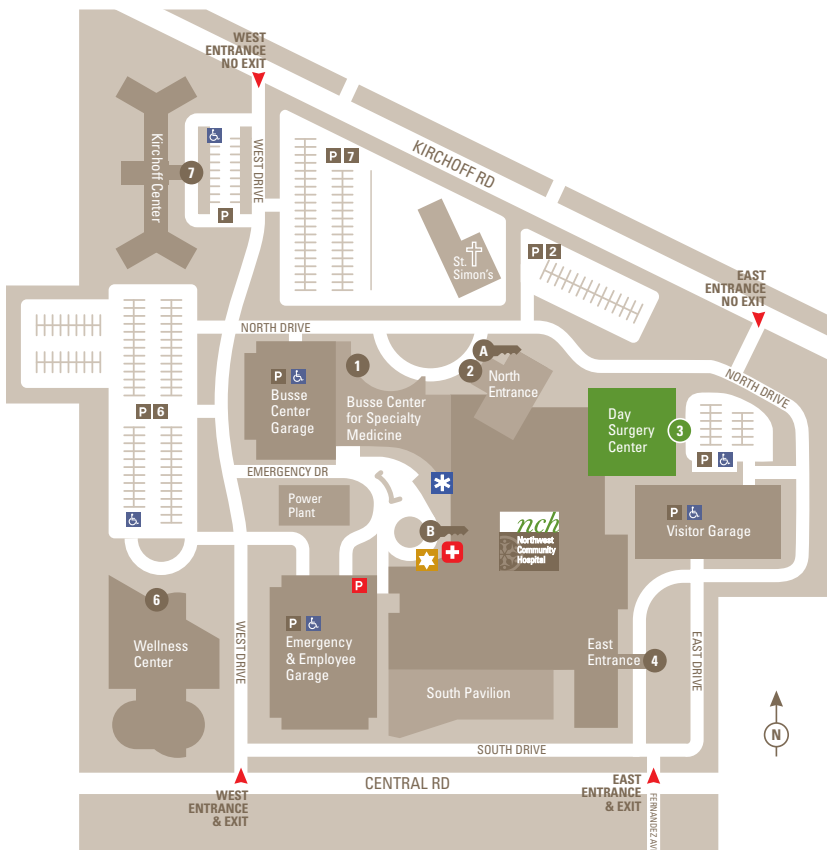


NCH Campus Map

Planning for your visit at The Day Surgery Center



MAP KEY

- Emergency Parking
- Accessible Parking
- Parking
- Security Station
- Private Ambulance Entrance and Parking

ENTRANCES

- Emergency Department Entrance
- 1** Busse Center for Specialty Medicine
880 W. Central Road
- 2** North Entrance
- 3** Day Surgery Center
675 W. Kirchoff Road
- 4** East Entrance
800 W. Central Road
- 6** Wellness Center
900 W. Central Road
- 7** Kirchoff Center
901 W. Kirchoff Road

VALET PARKING

- A** Weekdays, 6am-6pm
- B** Daily, 24 hours

Day Surgery Center
675 W. Kirchoff Road
Arlington Heights, IL 60005
847.618.7009
nch.org

Northwest Community Hospital is a charitable organization and provides financial assistance to people who are eligible. For more information, please call 847.618.4542 or visit our website at nch.org.



A Quality Reputation You Can Trust

A registration representative will call you prior to your surgery date for pre-registration. If necessary, you can contact the pre-registration department at 847.618.3775.

A registered nurse will call you to complete a health assessment and determine if a pre-admission visit is necessary based on your medical history.

Pre-admission testing appointment (if required)

Date _____ Time _____ am/pm

Prior to your surgery date a registered nurse will confirm your exact arrival time.

Date of surgery

Date _____ Time _____ am/pm

Arrival Time _____ am/pm

Surgical times are subject to change. On the date of surgery we ask that your time is flexible. You may be called to come in early or be notified of a delay. It is important that you arrive ***at least*** 1 hour and 15 minutes prior to your scheduled surgery to allow time to prepare.

If you are unable to keep your surgery appointment, please notify the Day Surgery Center as soon as possible at 847.618.7009. If you develop a fever, rash, cough, cold or other illness, please call your physician as soon as possible; it may be necessary to postpone your surgery.



The Northwest Community Day Surgery Center is a leading provider of outpatient surgery services. With over 200 doctors who

perform 9,000 procedures annually, we are one of Illinois' leading day surgery providers.

Our facility offers state-of-the-art surgical suites, private recovery bays and full-service waiting rooms with a children's area and access for computers. We provide a comfortable and supportive environment for both patients and their loved ones.

The Day Surgery Center is owned and operated by Northwest Community Hospital, nationally-recognized for outstanding quality of care. The Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations and licensed by the Illinois Department of Public Health.

Our efforts to provide quality, compassionate healthcare services to the people of the northwest suburbs have resulted in many noteworthy achievements, from being recognized as one of the country's "100 Best Companies to Work For" by Fortune Magazine to earning Magnet Status for Nursing Excellence. These honors and many others affirm our mission to continually raise the standard of care for our entire community.

Before Your Surgery

The Northwest Community Day Surgery Center's goal is to make your surgical experience as comfortable as possible. Outpatient surgical care is proven to be safe, convenient and cost-effective.

This information has been developed to assist you with preparation for your surgery. Patients usually have a better experience if they are well informed.

You will be receiving a telephone call from a registered nurse who will ask for a complete medical and surgical history.

Pre-admission testing appointment (if required)

You may be required to have tests performed prior to your surgical procedure. If you are instructed to come in for a pre-admission testing appointment, please review the information below.

What should I bring?

Please bring the following with you:

- Insurance cards/photo I.D.
- Written referral from your doctor or pre-certification number from your health plan (if necessary)
- Original, labeled prescription containers of current medications
- Complete list of allergies
- Test results from other facilities & written physician orders for testing (if necessary)
- Names and telephone numbers of physicians
- Medical clearance forms from your internist or cardiologist (if necessary)
- Payment, if instructed
- Copy of advance directive (if applicable)



You will speak with a registered nurse and anesthesiologist and be asked for a complete medical and surgical history.

Where should I go for pre-admission testing?

Enter Northwest Community Hospital through Entrance #1 in the Busse Center for Specialty Medicine (CSM). Convenient parking is available in the CSM's adjacent, sheltered garage (see map on back).

Follow signs to the "North Pavilion" and take the "D" elevator to the second floor. Please inform the receptionist that you are scheduled for pre-admission testing. You will be provided directions on where to go.

What will occur during my pre-admission testing appointment?

During your appointment, your patient account information will be reviewed and updated, and your insurance card and photo I.D. will be copied. Prior to any necessary testing, you will speak with a registered nurse and anesthesiologist and be asked for a complete medical and surgical history. This appointment will take approximately one hour.

Preparing for Surgery

How should I prepare for my surgery?

If you are given any type of sedative or anesthesia for your procedure, you are required to arrange for a responsible adult to pick you up following your surgery. You will not be allowed to drive yourself or take a cab or bus home without an escort. Your procedure may be cancelled should you fail to make arrangements to be escorted home. A responsible adult will need to stay with you for 24 hours following your surgery.

Below are some guidelines for preparing for surgery:

- ❑ *Bathe prior to surgery. Leave off all makeup, colognes/perfumes, contact lenses, nail polish and jewelry, including body piercing. Wear loose, comfortable clothes.*
- ❑ *If you are having anesthesia, inform the pre-admission nurse or anesthesiologist if you have any loose teeth or dentures. Dentures might have to be removed before surgery.*
- ❑ *Beginning at midnight prior to surgery: Take nothing by mouth, including water, mints or gum (unless otherwise instructed). Also, smoking is not recommended before surgery, as it can affect your oxygen level during surgery.*
- ❑ *Do not consume any alcoholic beverages for at least 24 hours before or after your surgery.*
- ❑ *Leave valuables at home, except insurance cards/photo I.D. and payment (if instructed).*
- ❑ *Check with your physician regarding use of any medications (including aspirin products—Advil, Aleve, dietary/herbal supplements, Ibuprofen or Motrin).*
- ❑ *Read all materials provided.*

Special considerations for young patients

How to prepare your child

We encourage families to tell their children why they are going to the Day Surgery Center and what will happen during their visit. Providing your child with this information is very important because children who are well prepared cope better and recover more quickly than those who have not been prepared.

Discuss the surgery in a matter of fact way with your child. We suggest that you have the discussion two to four days prior to surgery to allow him or her time to ask questions and get comfortable with the idea. Be honest about any discomfort your child may experience, but offer reassurance that things will get better within a short period of time.

Children may bring a special toy or blanket with them.



Day of Surgery

NCH/Day Surgery Center Pediatric Presurgical Program

You may arrange for you and your child to have a tour of the surgical preparation area, operating room and recovery room prior to your surgery date.

The pediatric presurgical program is a fun class designed for children ages 4 to 11 to learn about their surgery at the Day Surgery Center.

Registration is required. For more information, please visit nch.org/pediatricsurgery or call 847.618.4YOU (4968) to conveniently register for the pediatric presurgical program.

On the day of surgery

Children may bring a special toy or blanket with them. If your infant/toddler uses a pacifier please make sure to bring one with you.

When your child is in surgery one parent **must** remain in the Day Surgery Center waiting room. You will be given a pager and will be paged to join your child soon after he or she awakens from anesthesia.

We strongly recommend that two adults be available to take your child home. One adult should sit in the back seat with the child while driving home.

What should I bring?

Please bring the following with you (unless you have already done so during a pre-admission visit):

- Insurance cards/photo I.D.*
- Written referral from your doctor or pre-certification number from your health plan (if necessary)*
- Payment (if instructed)*
- Complete list of present medications, including dosage, frequency and method taken*
- Complete list of allergies*
- Test results from other facilities and physician orders (if necessary)*
- Medical clearance forms from your internist or cardiologist (if necessary)*
- Copy of advance directive (if applicable)*

Where should I go?

Please go directly to Entrance #3 at the Day Surgery Center on the day of your surgical procedure.

You may park in the open lot, or the multilevel visitor lot adjacent to the Day Surgery Center.

What to expect on the day of surgery

You will be escorted to the surgical preparation area where you will change into a hospital gown. A nurse will review your health history and check your blood pressure, temperature and pulse. You will be asked to sign a surgical consent form. You may have an intravenous line started for fluids and medication administration and/or receive oral pre-operative medications. Some patients may need tests prior to surgery. A family member

or significant other may stay with you in the surgical preparation area until your procedure is scheduled to begin.

Prior to surgery, you will meet your operating room (OR) nurse and your anesthesiologist (if you are scheduled to have anesthesia). They will ask you some of the same questions that you have previously answered in order to confirm information. Your surgeon will speak with you, and if necessary, will mark the surgical site with a skin marker before the procedure.

Anesthesia

If you require anesthesia, there are four basic types provided:

- **General Anesthesia:** *You will be unconscious during the surgery. A device (mask or breathing tube) may be necessary to assist you with breathing during your surgery.*
- **Regional Anesthesia:** *A particular part of your body will be anesthetized (numbed) during the procedure, e.g., arm, leg, etc. A sedative may also be given with this type of anesthesia.*
- **Sedation:** *Medications will be given (usually through an intravenous line) to relax you. You may sleep during the procedure but be easily awoken. Local anesthesia is usually given in conjunction with sedation.*
- **Local Anesthesia:** *An injection will be administered near the surgical site, which will numb the surrounding area. You will be awake and alert. Sedation may be given in conjunction with local anesthesia.*

Your anesthesiologist and surgeon will recommend the right anesthetic technique based on your individual needs and will answer any questions you have regarding anesthesia.



The nursing staff will assess your pain medication needs throughout your stay.

Controlling pain after surgery

As you recover, your doctor will order an appropriate medication for you based on your condition. The nursing staff will assess your pain medication needs throughout your stay.

A peripheral nerve block may be used in conjunction with oral pain medication to help control pain after surgery. The anesthesiologist will inject numbing medication around the nerve to block pain from the surgical area. This may be done before you are taken to the operating room in a separate treatment area or immediately after your surgery in the operating room. The blocked area will be weak and numb up to several days. Protective measures such as wearing a knee brace or arm sling must be followed.

Recovery and Discharge

Depending on the anesthetic required, the patient may initially go to Phase I recovery and then on to Phase II recovery area. Each patient recovers differently. The recovery time will depend on the type of anesthesia given. Our goal is to get the patient home to rest as soon as possible.

In the phase-two recovery area:

- *A family member or significant other may be with you*
- *You may be given a beverage and crackers if requested*
- *You may get dressed and use the restroom*

Throughout your recovery, nurses will monitor your vital signs, surgical site and comfort level. Please do not hesitate to ask for pain medication should you need it.

We will review written instructions with you and your family member prior to sending you home. Most patients are sent home with prescriptions that need to be filled. You may want to discuss the option of pre-filling your prescriptions with your doctor. Make sure you drink plenty of fluids and rest at home. It is a good idea to have the following foods on hand: clear liquids, soup, crackers, toast, gelatin and juice. We will call you after your surgery to see how you are doing.

All patients who receive anesthesia or sedation must have a responsible adult drive them home and stay with them for the first 24 hours to provide assistance as necessary. You may need assistance moving about, preparing meals and getting medications. You should not drive a car for 24 hours after receiving anesthesia or sedation. Do not consume alcohol for 24 hours after surgery or drive while taking pain medications that make you drowsy.

Patient Information

Billing and payment procedures

To ensure accurate billing, please present your insurance card and photo I.D. when registering.

For patients with accepted medical insurance, the Day Surgery Center will bill the insurer directly. It is the patient's responsibility to confirm payment of the claim with the insurance carrier. Patients are encouraged to verify their health plan benefits prior to their visit by calling their insurance carrier. Payment for outpatient services is due at the time services are rendered for procedures not covered by insurance. For your convenience, Visa, MasterCard, Discover Card, American Express and personal checks are accepted. For more information regarding billing, contact a patient financial services representative at 847.618.4542.

If you need an estimate for your surgical procedure, please call 847.618.4542.

Please note: *Patients will receive separate bills for diagnostic tests, pathology, x-ray and surgery charges, in addition to surgeon and anesthesia bills.*

Patients with special transportation needs

Northwest Community provides an affordable, accessible courtesy van for individuals traveling to or from the Hospital campus for outpatient services. For more information, call 847.618.6480. Facilities are wheelchair accessible.

Patient Rights & Responsibilities

Patient satisfaction survey/employee recognition

At the Day Surgery Center, your opinion is important to us. Following your discharge you may receive a patient satisfaction survey in the mail. (Surveys are sent to a random sample of patients.) If you receive a survey, we encourage you to complete it, share any comments you may have, and return it to us. Your feedback will help us make improvements where necessary. If you observe a staff member going above and beyond to help you or another patient, please feel free to utilize the survey to recognize our staff for outstanding customer service. Our staff will greatly appreciate your opinion, as it is our goal to provide each of our patients with the very best surgical experience possible.

Patient representative

To reach a patient advocate regarding your experience at the Day Surgery Center or Northwest Community Hospital, call 847.618.4390.

While you are a patient at Northwest Community Hospital Day Surgery Center, we will do our best to respect your personal rights.

You or your representative may expect from us:

Considerate and respectful care in a safe and secure setting.

Protection of your right to privacy and confidentiality of health, social, personal, and financial information related to your medical care, as outlined in the NCH Notice of Privacy Practices.

Clear and concise explanations about your condition, proposed treatments or procedures, information about the outcomes of care, including unanticipated outcomes, the benefits or drawbacks of the proposed treatments, expected recuperation and the likelihood of success of treatments or procedures.

Willingness to let you and your family take the lead in decision-making regarding your care and treatment.

Compliance with your request to refuse treatment or to have medically necessary and appropriate treatment provided.

Information about pain and pain relief measures, and a commitment toward the prevention and/or control of pain.

Freedom from any type of abuse, harassment, and/or discrimination.

Compliance with your advance directives, including withholding resuscitative services and withdrawing life-sustaining treatment.

Access to protective services, from counseling to guardianship, to help you reach your maximum level of independence.

Providers of direct care will identify themselves and their credentials.

Commitment to meeting the Center for Medicare and Medicaid Services' Conditions of Participation standards regarding patient rights.

Notice of non-coverage by Medicare or advanced beneficiary notice notification in the case of select outpatient services.

Compliance with your right to freely communicate with others to the extent that you are able.

Access to an interpreter, your own or the Hospital's, if you do not speak English, at no cost to you.

Access to auxiliary aids and services for the visually and hearing impaired, at no cost to you.

Spiritual Care services available through hospital chaplains.

Assistance in obtaining financial aid or counseling, if needed.

Attentive, courteous responses to any concerns or complaints you and your family may have.

Prompt notification of a family member, or designated representative, and your own physician of your admission to the hospital.

Freedom from seclusion or restraints of any kind that are not medically necessary.

Access to the information contained in your medical record within a reasonable time frame.

We kindly ask of you:

Consideration for your fellow patients and their families.

Accurate and complete information about any past illnesses, previous hospitalizations, medications and other facts that may affect your healthcare.

That you will ask us for pain relief when any pain first begins, and work with your doctor or nurse to develop a pain management plan.

That you will advise us if you don't understand any instructions we give you.

That you will contact a financial counselor at extension 4542 if you have questions or concerns about paying your hospital bill.

That you will review the privacy notice given to you during registration and understand that we will use your name, location in the facility, general condition and religious affiliation unless you object.

Patient representatives are available to explain hospital policies and procedures, provide staffing plan information, and to help you with any problems or concerns you might have. Your comments will be reviewed and the appropriate actions will be taken. To speak with a patient representative, call 847.618.4390.

If you are unable to resolve your complaint in this manner, you may contact the Illinois Department of Public Health's 24-hour, toll-free Central Complaint Registry at 800.252.4343. TTY (hearing impaired use only) at 800.547.0466. Or, you may write to the Illinois Department of Public Health, Division of Healthcare Facilities and Programs, 525 W. Jefferson St., Springfield, IL 62761. Their fax number is 217.782.0382.

You may also submit an unresolved or unaddressed patient care or safety concern to The Joint Commission, Office of Quality Monitoring at The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or email to: complaint@jointcommission.org or call 800.994.6610.

Patient rights to make decisions concerning medical care

Every adult has the right to make decisions regarding his or her medical treatment.

This includes the right to accept or refuse medical and surgical treatment, as well as life-sustaining care, even if refusal could hasten death. This right is protected under Illinois Law. The Law allows for your wishes to be honored even if you can no longer speak for yourself. By completing an advance directive, you are able to indicate your treatment preferences or name a surrogate decision maker.

There are two types of advance directives:

- **The durable power of attorney for healthcare** *lets you name another person (agent) to make medical decisions for you (consistent with your wishes) in the event that you are unable to make them for yourself. Your condition does not need to be terminal or irreversible.*
- **A living will** *indicates specific treatments you will or won't accept at the end of your life. A living will applies only if you have a terminal or irreversible condition and are not expected to survive without further medical treatment.*

It is NCH/Day Surgery Center's policy to comply with applicable law and promote patient involvement in decisions about their treatment by encouraging the use of advance directives. We will honor the treatment preference expressed by patients provided that those preferences are allowed by law and Northwest Community Hospital policy.

At the time of admission, you will be asked if you have an advance directive. If you do, it is important that you bring a copy so we can place it in your medical record. If you do not have an advance directive and would like more information or assistance in completing one, please ask a member of our staff.

In the event that an advance directive does not exist and you are unable to complete one, a surrogate decision maker will be identified in accordance with the Health Care Surrogate Act. The Day Surgery Center advocates the use of advance directives, but will not discriminate in the provision of care based on the existence or absence of an advance directive.

For more information, please visit our website nch.org/advancedirective or call 847.618.4250.