



SURGICAL CENTER PRE-PROCEDURE INSTRUCTIONS & INFORMATION

Patient Name: _____ Attending Physician: _____

Your procedure is scheduled for: _____
Day Date

PLEASE NOTE: IF YOU DO NOT ARRIVE FOR YOUR PROCEDURE, OR CANCEL/RESCHEDULE WITHIN FOURTEEN (14) DAYS, YOU MAY BE CHARGED A CANCELLATION FEE OF \$400.

We do our best to accommodate procedure time requests at our Surgery Centers. Please keep in mind that your exact time for check-in may be moved to allow for equipment needs and/or the medical needs of other patients. We appreciate your patience and understand that it is difficult to arrange your own schedule and driver when you do not have a set time.

About a week before your procedure, a questionnaire will be sent to you using MyChart and our nursing staff will call you to review the answers on the questionnaire, give you your check in time, and let you know when you must stop eating and drinking. If you are scheduled for a colonoscopy, upper endoscopy, or flexible sigmoidoscopy – the nursing staff will review your preparation instructions with you. If you need help signing up for MyChart, please see your doctor's office or registration desk staff.

- Bring your photo ID and insurance card(s).
- Leave valuables at home (jewelry, cash, credit cards).
- Wear comfortable clothing.

The day before your procedure, please be available by phone in case we need to contact you for any reason.

General Information The Surgical Centers are owned and operated by the physicians of The Portland Clinic* and are designed to serve patients who require surgical treatment that cannot be done in the doctor's office, but do not require a visit to the hospital. The surgical centers allow patients to have an operation or procedure in a comfortable, safe and sterile environment and usually return home the same day. Should an unplanned overnight stay become necessary, your physician will admit you to Providence St. Vincent Medical Center, Legacy Good Samaritan Hospital or Kaiser West Side Medical Center. To assure your safety and the continuation of care, you will be transported to the hospital by ambulance. The ambulance company will bill you or your insurance company directly. Feel free to visit our website at www.theportlandclinic.com.

Medications Five (5) days before your procedure stop taking multivitamins, iron, vitamin E, omega-3 oils, Advil (ibuprofen), Aleve (naproxen), and avoid NSAIDS (non-steroidal anti-inflammatory drugs). During your call with our nursing staff they may give you additional medication instructions. Please follow the instructions given to you for your prescribed medications and other supplements. If you use nitroglycerin or an inhaler on a regular basis, please bring it with you to your procedure.

Transportation All patients who have had any type of anesthesia or sedation **will not** be allowed to drive themselves home. Patients must be driven home in a suitable vehicle by a responsible adult and should be supervised in the immediate post-discharge period by a responsible adult for at least 12-24 hours. Patients who have procedures requiring only local anesthesia may be allowed to drive or leave alone with the written pre-approval of their physician.

Patient Discharge If your family or driver is unable to remain onsite, they must have a mobile phone and be nearby for your discharge. Please note we may close our lobby during high levels of communicable disease in the community.

Service Animals The Portland Clinic (TPC) permits service animals to accompany patients to all areas of the facility where patients are normally allowed, with the exception of operating or procedure rooms.

Minor Children Please note that no unaccompanied minors will be allowed at the surgery center. All children under the age of 16 must be with an adult at all times and not be left alone in the waiting area. Minors will not be allowed in patient care areas unless allowed by the physician and/or nurse caring for you.

Check in Time The time the nursing staff provides you to report to the surgery center is dependent on the type of procedure you are scheduled for. For most procedures, this time is about one hour before your procedure. After checking in, we will get you ready for your procedure, take your blood pressure and other vital signs, give you any ordered medications and make any other required preparations.

Lab Work Please follow your physician's instructions for lab work or other tests before your procedure. These can usually be done up to four (4) weeks before your scheduled procedure, but is determined by your medical history and may require labs closer to your procedure date. For safety purposes, if you have female anatomy and are of child-bearing age, we require a pregnancy test to be done upon admission.

Clothes Wear comfortable clothing to your visit. We will have you change into a gown and non-slip socks while you are at the surgery center. Your clothes will be placed in a bag while you are here. Depending on your procedure, we recommend sweat suits or button up shirts because they are comfortable and can fit all types of bandages or dressings and are easy to get on and off.

Consent Your physician has or will explain your procedure and describe the type of anesthesia you are scheduled for and will have you sign a consent form. The consent must be signed before any medications are given or procedures are done. Any patient aged 14 and younger must have a parent or legal guardian sign their consent form. Per the State of Oregon, any patient age 15 and older may sign their own consent form.

Advance Directives If you have an Advance Directive in place, please be aware that it will be temporarily suspended during your stay in the surgical center. In the unlikely event that an emergency occurs while you are at our facility we will start cardiopulmonary resuscitation (CPR) or other measures needed, and transfer you to an acute care hospital for evaluation. You may have been or will be asked to sign a Consent for Resuscitative Measures document prior to your procedure. If not already signed, this document may be included in this packet of information. If you have any questions regarding this policy, please feel free to contact us.

Discharge Most patients stay approximately 30-60 minutes in recovery after their procedure. When you meet the safe discharge criteria, you will be given instructions regarding diet, rest, medications, and care of your dressings.

Usually, your physician will advise you to reduce your activity level after your procedure – please make appropriate plans for this. After anesthesia or sedation, it is important that you have an adult available in your home during the first 12-24 hours following your procedure. Your physician may prescribe medication for you to take after your procedure; depending on what is prescribed a paper prescription may need to be taken to your pharmacy of choice. Your adult family member or driver may drop off, fill and pick up your prescription at your pharmacy.

Your Rights As A Patient

While you are a patient in our surgical centers, you have the right to:

- Personal privacy.
- Receive care in a safe setting.
- Freedom from all forms of abuse or harassment.
- Complete information about your treatment or procedure and the expected outcome of the procedure.
- Exercise your rights without being subjected to discrimination or harassment.
- Understand that the surgical centers are owned and operated by the physicians of The Portland Clinic.*
- Make informed decisions about your healthcare.
- Voice grievances regarding your treatment or care.

Grievances If you need to file a grievance, you may do so verbally or in writing to any staff member or the surgery center's quality nurse, information below. We will make every effort to resolve any concern you may have while you are a patient in the surgical center. You may also file grievances online at www.theportlandclinic.com/contact-us/. Grievances will be investigated, and findings will be given to the patient through written notification within four weeks after the grievance is received. If you would like, you may also share your grievance to the Oregon Health Care Regulation and Quality Improvement Office and/or the Medicare Ombudsman.

The Portland Clinic Quality Nurse

9100 SW Oleson Road; Tigard, OR 97223

Telephone: (503) 445-9066

Oregon Health Care Regulation and Quality Improvement Office

800 NE Oregon Street; Portland, OR 97232 Telephone: (971) 673-0540

Office of the Medicare Ombudsman

www.cms.hhs.gov/center/ombudsman.asp Telephone: (800) 633-4227

Billing Many procedures require authorization, if you have a change in your insurance coverage, please notify your provider's office as soon as possible. Please note that services performed in the surgery center normally result in two (2) separate charges with the same description – one for the physician fee (professional) and one for the facility fee (Surgery Center). Since The Portland Clinic statement shows charges based on the department where services were performed, it may appear that there are duplicate charges for the same service and date. **These are not duplicates** but are the two separate charges described above. If you have further questions about your statement balance, please call the billing office at (503) 221-2189.

Your surgeon may use a medical device during your procedure to prevent blood clots. This is billed by a third-party company called MedVantage (or DuraMed). You will not be billed for any amount your insurance does not cover. If you have questions, please contact MedVantage at (888) 412-8087.

If your procedure is scheduled with an anesthesiologist, you will have a chance to speak with them after being admitted. The anesthesiologists that work in surgical centers are contracted through Oregon Anesthesiology Group, PC. You will receive a separate bill from them for any anesthesia services received during your stay. To receive a quote prior to your procedure, please call (503) 530-0872 and have your procedure code (CPT) available. For billing questions, please call (503) 972-7103. To reach the pre-payment line, please call (503) 212-0899.

Facilities

□ The Portland Clinic Alberty Surgery Center

9100 SW Oleson Road Tigard, OR 97223 Telephone: (503) 445-9066 x4623

The Alberty Surgical Center is located where Hall Boulevard, Greenburg Road and Oleson Road intersect and is in the same parking lot as The Portland Clinic Tigard office. For quick access, take the Greenburg Road and Washington Square Mall exit off of Highway 217. There is free parking located in front of our building.

□ The Portland Clinic Downtown Surgical Center

800 SW 13th Avenue Portland, OR 97205 Telephone: (503) 221-2196

The Downtown Surgical Center is located between 12th and 13th Avenue and Taylor and Yamhill streets. The parking lot entrance is on Taylor Street off of 12th Avenue. We now have an automated pay station for parking. Patients will receive a reduced rate, look for a code to be sent to you prior to your procedure. If you don't receive a code, or forget it, ask a member of the team and a code will be provided to you.

The door for the building opens at 6:30am. Once inside the building, take the elevator to the lower level and enter the door directly across the hall marked "Day Surgery". There, you will be greeted by a surgical center staff member.



***Physician Owners**

Ronald Allen, DO; Mark Bates, MD; Laura Bitts, MD; Laura Bledsoe, MD; Michah Brasseur, MD; Prasanna Chandran, MD; Poonam Chhibber, MD; Bryan Chitwood, MD; Jonathan Crist, MD; Robert Crouse, MD; Reewen D'Souza-Kamath, MD; Thomas Dudley, MD; Tara Heeney, MD; Janson Holm, DPM; Mary Horrall, MD; Michael Hwang, MD; Chris Hyun, MD; Teresa Jung, MD; Albert Khine, MD; Gary Kim, MD; Brian Lindeman, MD; B. Megan Madden, MD; Stephen Mannino, MD; Cristina Mondragon, MD; Amy Mulcaster, DO; Suvarna Palla, MD; Kathleen Palm, MD; Ann Marie Paulsen, MD; Justin Pavlovich, MD; Brett Rath, MD; Matt Reed, MD; Janelle Rohrbach, MD; Robert Sandmeier, MD; Rebekah Trochmann, MD; Mary Ulmer, MD; Richa Uppal, MD; Jeffrey Woldrich, MD; Ehud Zusman, MD

List of owners as of 7/1/2023, this list may update quarterly.

PROCEDURE DAY CHECKLIST

Before the day of your procedure

- ☐ Read all patient information slowly and carefully.
- ☐ Make sure you have done any required pre-operative laboratory/EKG testing, if needed.
- ☐ Follow instructions for medications and supplements.

Bring the following items with you to your procedure:

- ☐ Photo ID
- ☐ Insurance card(s)
- ☐ Reading glasses, if needed to sign documents
- ☐ Contact information for the person driving you home
- Wear comfortable clothing

Please leave the following items at home:

- Jewelry
- Money/credit cards