

As a courtesy to our patients and staff, the Klasinski Medical Complex is a smoke-free



The Ambulatory Surgical Center of Stevens Point
located in the Klasinski Medical Complex

500 Vincent Street, Suite A • Stevens Point, WI 54481 • 715-345-0500

www.ascstevenspoint.com



From Hwy 51/39 North or South:

Important Information About Your Upcoming Procedure



**AMBULATORY
SURGICAL CENTER** | Stevens
Point



environment.

Take Hwy 51/39 to Exit 161 (Business 51). Go south on Division St. Business 51) to 500 Vincent Street, Suite A • Stevens Point, WI 54481 • 715-345-0500
Sixth Ave. Turn right on Sixth Ave, by the BP gas station. 1 block to Klasinski Medical Complex (on left).
www.ascstevenspoint.com

WELCOME

TO THE AMBULATORY SURGICAL CENTER OF STEVENS POINT

Welcome...and thank you for selecting the Ambulatory Surgical Center of Stevens Point as the provider of your health care needs. Our Surgical Center is dedicated to superior care. Our team effort is directed towards achieving optimal surgical outcomes. Our goal is to deliver outstanding service to you by anticipating and meeting your needs with compassion. We will take responsibility for our actions and will communicate openly and honestly with you regarding your care.

The Ambulatory Surgical Center of Stevens Point is a Limited Liability Corporation (LLC) which is surgeon owned. The owners are depicted in "bold" below, one of whom may be your surgeon. These surgeons have become owners as a result of their commitment to the highest quality of care for our community. As an owner they have a financial interest in the facility and you have the right to choose an alternative site of service. Please contact your surgeon or medical specialist's office to obtain a list of sites where he/she has privileges to practice.

Orthopaedic Surgery

Thomas Guse, MD
James M. Banovetz, MD PhD David M. Henneghan, MD

Ophthalmology

Matthew Hattenhauer, MD
Christopher Galang, DO
Christopher Kucharski, MD

Anesthesia

Augusto Alinea, MD
Tom Wenman, CRNA
Eric Barnes, CRNA

Spine

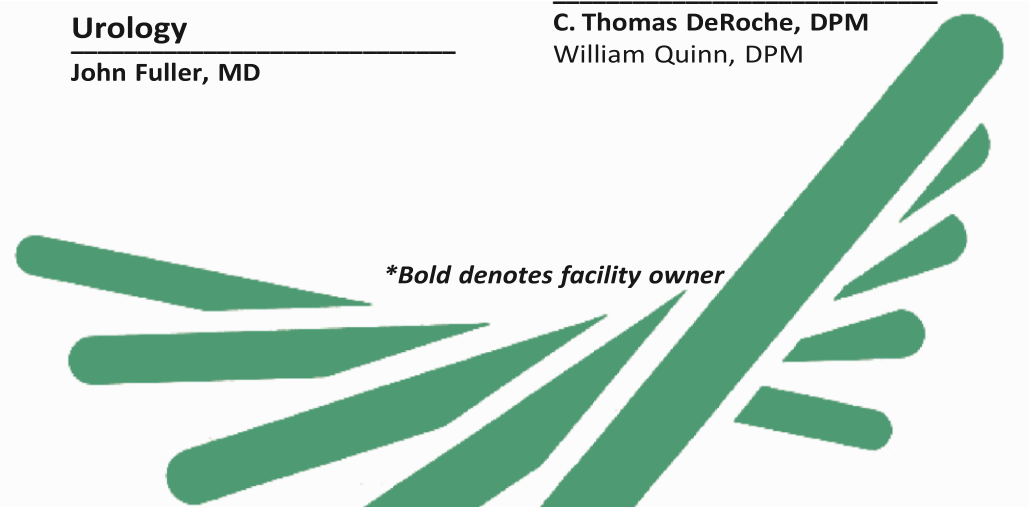
Surgery

Todd Fairchild, MD

Urology

John Fuller, MD

C. Thomas DeRoche, DPM
William Quinn, DPM



Podiatry

Ambulatory Surgical Center of Stevens Point Patient Rights and Responsibilities

Patients have the responsibilities to themselves to:

1. Ask for clear explanations of treatments, available alternatives, risks involved, side effects, and credentials of individuals who may be performing these procedures.
2. Ask your doctor or nurse what to expect regarding pain and pain management. Discuss your pain relief options and help your healthcare providers develop a pain

management plan. Share any concerns you have about pain and taking pain medications.

3. Make sure your decisions regarding your health care are informed decisions. Gather information, ask questions, and if you decide to change your mind about your health care, discuss your decision with your physician.
4. When you and your physician have agreed upon the course of your treatment it is important for you to follow the prescribed plan. If you have concerns after initiating treatment, communicate those concerns to the physician who prescribed the course of treatment before stopping treatment.
5. Ask questions regarding qualifications of Center Staff, available equipment and services offered by the Center.
6. Be honest and provide accurate information to the Center Staff.
7. Inform the Center staff of any special needs related to disability or care that you may have.
8. Assist the Center by providing accurate up to date information regarding your health insurance benefits and responsibility.
9. Patients, their family and friends are expected to be reasonable, courteous and responsible.
10. These responsibilities also pertain to parents of a minor child and/or guardian of a patient of any age.

Notice of Privacy Practices

You are entitled through the HIPAA regulation to receive a copy of our Notice of Privacy Practices. You can find these in our on-line registration system or you can ask for a copy at the time of check in. They are also on display in a poster in the waiting area.

Notice of Discrimination

The surgical center complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Ambulatory Surgical Center of Stevens Point Patient Rights and Responsibilities

Ambulatory Surgical Center of Stevens Point observes and supports individual patient rights.

PATIENT RIGHTS:

1. Every patient has the right to appropriate medical care and surgical interventions that are medically indicated regardless of age, disability, psychological/social/cultural/spiritual variable, race, creed, color, natural origin, ancestry, religion, sex, sexual orientation, marital status, or source of payment.
2. Patients will be treated with respect, consideration, and recognition of their individuality and personal needs, including the need for privacy, in a clean, and safe environment free of unnecessary restraints, abuse and harassment.
3. Patient's medical records including all computerized medical information shall be kept confidential except in cases where reporting is required or permitted by law.
4. The patient or any person authorized by law shall have access to the patient's medical record in accordance with the center's policy. A fee is charged for copying the patient's record.
5. Every patient has the right to be informed and to understand all of the procedures and/or treatments that will be performed. The information will include the possible risks and benefits of the procedure or treatment and the expected outcome before it is performed. All patients or the patient's legally authorized representative, must give signed informed consent for surgical interventions or invasive procedures before the treatments or procedures are administered.
6. Patients can expect information about pain and pain relief measures, as well as health professionals who will respond quickly to assessments or reports of pain.
7. Any patient may refuse treatment to the extent permitted by law, and shall be informed of the medical consequences of the refusal, appropriate care and services the center provides.
8. Any patient can complain or voice grievances regarding treatment or care that

Name: _____

Date of Surgery: _____

Physician: _____

Physicians' Office Phone #: _____

Pre-Operative Physical Date: _____

Your surgeon needs you to complete your on-line registration as soon as possible even if your surgery is not for a week or more. The surgery center requires this information to start planning for your needs. If you don't have a computer you can use the computer at the surgical center between the hours of 6am-5pm Monday through Friday.

You will receive a call from the nurse at the surgery center 1 day prior to your surgery. They will provide you with your time of arrival and answer any questions you may have.

We can provide you with an estimated out of pocket expense quote PRIOR to your surgery which includes: the surgical center facility fee; the surgeon's fee for the is or fails to be provided without fear of reprisal or discriminatory behavior. A complaint can be filed verbally or in writing at the point of care/service location with a staff member or with members of the Administration. If you want to discuss any concerns after you depart, please feel free to contact our Nurse Manager, Linda Wilson, or our Administrator, Becky Ziegler-Otis, at 715-345-0500. You can also send your complaint to the Department of Health & Family Services at Family Services, 1 West Wilson Street, PO Box 2969, Madison, WI 53701-2969, 1-800642-6552. You may also contact the Medicare Ombudsman at: www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html.

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procedure and the anesthesia fee for the procedure (if anesthesia is used). To receive your quote contact our office at 715-345-0500 and ask for our Patient Financial Advocate or our Administrator. We will provide you with the information within 1-2 working days of your requests.

Following your surgery you will receive 3 separate bills, one from the surgery center, one from the surgeon's office and one from the anesthesia provider. All bills are paid separately.

Our Mission

We are a Surgical Center striving to exceed expectations by providing exceptional patient care in a pleasant and caring atmosphere.

Our Values

These are our values, which are achieved through teamwork in which flexibility, mutual trust, and cooperation are essential. We respect and value each individual as a member of the team.

- A) **Quality:** We are committed to a high standard of quality and value to achieve optimal clinical outcomes.
- B) **Service:** Our goal is to deliver outstanding service to our patients by anticipating and meeting their needs with compassion.
- C) **Integrity:** We take responsibility for our actions and communicate openly and honestly with each other and the public.

Procedures We Perform

At the Ambulatory Surgical Center of Stevens Point we do a variety of surgeries. These are the most common surgeries our affiliated surgeons are able to perform: Carpal Tunnel Release, Shoulder Surgery, Knee Scope, Trigger Finger, Bunion Correction, Kidney Stone Treatment, Bladder Cancer Treatment, Cataract Removal, Eyelid Repair, some Spine Procedures and even Joint Replacements.

We are the community's first medical facility to provide advanced joint replacements in an outpatient setting. This includes total knee, partial knee, total shoulder and total hip replacements.

Financial Q&A

Question:

Why did I receive a bill from anesthesia and from my surgeon along with your bill?

Answer:

Our center bills for the surgery center fee called the facility fee. You will also receive a bill from the surgeon who performed the surgery and from the anesthesia provider if you received anesthesia.

Question:

Can I receive an estimate of the cost and my potential out of pocket expenses?

Answer:

Of course you can. When you get your car repaired, you receive a quote on the cost and you can expect the same from us!!! Give us a call and we will provide you with your approximate out of pocket expenses "BEFORE" you undergo your surgery. This will mean fewer surprises for you after your procedure when you start receiving your bills.

Question:

Am I charged for every item that I receive including your give-aways?

Answer:

No, we charge a "flat fee" for our services. This means you are not billed separately for every item you receive.

Question:

How do your fees compare with other facilities?

Answer:

Get a quote from us and a quote from other facilities and you decide. We think you will be pleasantly surprised with your findings and it will further support your decision to receive your care at our surgical center.

Thank You for choosing the

Ambulatory Surgical Center of Stevens Point

If you are having a joint replacement you will receive a separate joint replacement booklet as well as information on skin preparation instructions from your surgeon's office.

In Anticipation Of Caring For You

We want to share some important information with you. Please read through this booklet and if you have any questions prior to your day of surgery, please feel free to contact us. We are available Monday through Friday between the hours of 6:00 a.m. and 5:00 p.m. at 715-345-0500.

What should you do now that you are familiar with our Financial Policy?

Prior to your surgery:

- Contact your insurance company to assure the procedure being performed is covered under your plan. Also make sure we are considered “in network.” Determine if pre-authorization is needed and if so, make sure this is taken care of. We cannot emphasize enough that you should “**know and understand your insurance coverage.**”
- Contact us if you are interested in receiving an estimate of your out of pocket expenses after your insurance has paid their portion of the bill.
- Contact us if you have any questions regarding your bill.

On the Day of Surgery:

- Bring with you your insurance cards as well as a driver's license or other photoidentification card to present at the time of surgery/procedure check in.
- Notify us of any pertinent changes, i.e. address, insurance, etc.
- Bring with you any co-pay due at the time of your procedure.
- At the time of check in, we will ask you to acknowledge your being aware of our financial policy and your responsibility.

Following your Surgery:

- Know that we will bill your insurance company as a courtesy to you and absorb all billing costs.



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- Know that once payment from your insurance company is received, you will receive your first patient statement and:
 - Full payment is expected after insurance payment is received and you are notified of this through the Center's first patient statement.
 - If you cannot make payment in full, the Center will accept monthly payments in three equal installments with the first payment due upon receipt of your first patient statement.
 - If you are unable to pay your balance within three monthly equal installments with the first due upon receipt of your first statement, you must contact the center to set up a mutually agreeable payment plan.
 - Any missed payments or failure to set up a payment plan will result in your account being turned over to the Center's collection agency.
- Know that in the event your account is placed with an attorney or collection agency, you are responsible for collection fees, reasonable attorney fees and court costs.
- Know that the Center reserves the right to deny surgery if you have a remaining unpaid balance.

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On Line Registration

Your surgeon needs you to complete your on line registration as soon as possible even if your surgery is not for a week or more. You will find this on our website: www.ascstevenspoint.com. Click on the tab labeled “On Line Registration” and then on the tab “Patients Start Here”. Use the password ASC500NEW. Allow approximately 20

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minutes to complete the registration and have a list of your medications, allergies, and past surgeries available to enter. The information may seem repetitive of what you have entered for the surgeon's office. Understand we are separate and entering this in our system is another step in assuring we have the most accurate and up to date information from you

If you don't have a computer you can use the computer at the surgical center. It is available Monday through Friday from 6am to 5pm. If you are not computer proficient contact the surgical center at 715-345-0500 and ask for their assistance.

Before Surgery

Preparing for your surgery in advance can make the day of surgery less stressful.

- Schedule your history and physical at least 7-10 days prior to your surgery date.
- Make arrangements for someone to transport you home.
- Please arrange for someone to stay in our waiting room during your stay here.
- We recommend that a responsible adult stay with you for 24 hours after your surgery.
- Pre-Admission lab work and tests may be ordered by your physician's office.
- Please contact your insurance carrier to verify coverage.
- A nurse from the Ambulatory Surgical Center will call you prior to your day of surgery to give your arrival time and answer any questions you may have.
- If you get a cold, sore throat, or have symptoms of illness within two days of your scheduled surgery, please call your surgeon.
- Do not shave near the surgical site. Shaving with a razor can irritate your skin and make it easier to develop an infection.
- If you have an open wound or sunburn on your operative arm or leg, please contact your surgeon prior to the day of your procedure. Failure to do so may result in having your surgery being postponed until the wound is healed.
- Know that the Center reserves the right to deny surgery if you have a remaining unpaid balance.

Skill, Care and Comfort Beyond Your Expectations

Lounges/Waiting Rooms

Your family is invited to wait in our waiting room while you are being cared for. Family members should register with the receptionist so the staff can keep them informed. Children are limited in the Pre-op/Recovery area so please make arrangements for them to either remain at home or supervised in the waiting room.

24 Hours Before Surgery

- Confirm your transportation home following your surgery.
- Confirm your arrangements to have someone wait in the waiting room during your surgery.
- Avoid smoking, alcohol, and non-prescription medication.
- Follow your physician's instructions regarding medication usage.
- Do not eat or drink anything for 6 hours prior to the time of your procedure unless you have received other specific instructions. (Failure to follow the instructions may result in delay or cancellation of your procedure.)
- Shower or bathe with soap the morning of your procedure.
- Joint replacement patients receive separate instructions from their surgeon's office on using a special soap. Follow these more detailed instructions on preparing your skin before surgery to significantly reduce the risk of infection at the surgical site.

The Day of Surgery

Do not eat or drink anything unless you have received other specific instructions.

- Do not wear any jewelry including rings, necklaces, earrings, or body piercings.
- Do not wear make-up or nail polish.
- Avoid artificial nails if having finger surgery.
- Leave any money or valuables at home.
- Wear loose, comfortable clothing.
- Bring a container for storing your glasses or contact lenses.
- Bring reading material, etc. in case of an unforeseen delay.
- Bring your insurance cards, photo ID and any co-pay you're responsible for.
- No family members are allowed in the operating room per center policy.

When You Arrive

You and your driver may park in the front parking lot (corner of Vincent Street and Sixth Avenue). Check in at the Surgical Center reception desk. A registered nurse will accompany you to your preoperative room and attend to your preparation for surgery.

Patient Financial Policy (continued)

INSURANCE CLAIMS: Insurance is a contract between YOU and YOUR insurance company. We will bill your insurance company as a courtesy to you. In order to properly bill, we require that you disclose all insurance information including primary and secondary insurance at each visit. Failure to provide complete insurance information will result in patient responsibility for the entire bill. If we are out of

network for your insurance company or if your insurance pays you directly, you are responsible for payment and need to forward the payment to us immediately.

REFERRAL & PRE-AUTHORIZATION: If your insurance company requires a referral or pre-authorization, you are responsible for obtaining it. Failure to obtain the referral or pre-authorization may result in a lower or no payment from the insurance company and the balance will be your responsibility.

SELF PAY ACCOUNTS: Self Pay Accounts are patients without insurance coverage or patients without an insurance card on file with us. Liability cases will be considered self-pay accounts. We do not accept attorney letters or contingency payments. Self pay patients are required to meet with our billing office PRIOR to the procedure to discuss financial and payment obligations.

WORKER'S COMPENSATION: In the case of a worker's compensation claim, it is your responsibility to contact your employer/human resource department prior to the surgery date. Please provide us with the claim number, your employer as well as their phone number, the contact person and the name and address of the insurance carrier prior to your visit. If this information is not provided, you will be handled as a self pay account. We will bill your workers compensation program as the primary insurance carrier. If workers compensation denies the claim, we will then send the claim to your commercial insurance (if provided). Any remaining balance thereafter will be your responsibility and payment is expected as previously indicated.

MINORS: The parent(s) or guardian(s) is responsible for full payment and will receive the billing statement for any patient under the age of 18. Minors must be accompanied by their responsible parent(s) and/or guardian(s) at the time of check in.

Ambulatory Surgical Center of Stevens Point Patient Financial Policy

Thank you for choosing the Ambulatory Surgical Center of Stevens Point for your upcoming procedure/surgery. We are committed to your treatment being a success. Your clear understanding of our financial policy is important to our professional relationship. Please understand that payment for services is part of that relationship.

OUTSTANDING BALANCE POLICY: You are responsible for any co-insurance, deductibles or non-covered services. It is our policy to expect payment in full after insurance payment is received. You are notified of this through our first patient statement. If you cannot make payment in full we will accept monthly payments in three equal installments, with the first payment due upon receipt of your first statement. If this still poses a financial hardship to you, it is your responsibility to contact our Center to set up a mutually agreeable payment plan. Missed payments or failure to set up a payment plan will result in your account being turned over to our collections agency. We also reserve the right to cancel any subsequent surgery due to an outstanding balance.

YOUR BILL: We use an outside billing company at our Center. Your first patient statement is generated after we receive payment from your insurance company. You will have 3 subsequent months to pay the remaining balance. Please remit payment to our surgical center or stop by our center and pay your bill with our Receptionist.

THREE SEPARATE BILLS: Please be aware you will receive 3 bills from this surgery. One bill is from the Surgical Center itself for our services. Another bill will be forthcoming from the surgeon who performs the surgery/procedure. The third bill will be from Anesthesia covering the anesthesia services provided. If you have any questions on any of the statements, call the phone number depicted on the statement.

PAYMENTS: We accept cash, checks and all major credit cards. No post-dated checks will be accepted. You may pay your portion of your account with a credit card or electronic check by visiting our website at www.ascstevenspoint.com and clicking the "Pay On Line" button on the home page. You can also call our Billing Company at #855-205-7262 or our office at 715345-0500 and they can take your credit card payment over the telephone. Another option is to stop by our surgical center and pay your bill with our receptionist.

PAY ON LINE: In order to provide you with the highest quality service, we offer you the ability to pay online. Our payment portal can be easily accessed through our website: www.ascstevenspoint.com. Click the circle "Pay Online", in the upper right hand corner of the screen. Through this convenient portal you can either register with the portal or use it for a one-time payment. If you choose to register with the portal you will be able to view your current balance, save payment methods, and have access to prior payment receipts. If you have any questions please feel free to contact our office at 715-345-0500 during the hours of 6:00am and 5pm Monday through Friday and we will be happy to assist you.

CO-PAYS: All co-payments and past due balances are due at the time of surgery/procedure check in unless previous arrangements have been made with our billing office. - 12 -

We care for children 8 years of age or older and if your child is having surgery

- Talk to your child about coming to the Surgical Center.
- If you have other children, arrange for them to follow their normal activities or stay with a friend or relative so your attention can be devoted to the recovering child.
- You may wish to bring extra clothing.
- Be prepared to stay in the surgical center throughout your child's stay.
- Having two adults for the ride home is helpful, as your child may need extra attention following their surgical procedure.

After Surgery

Your family will be able to join you when you return to the post-operative area. Recovery times are individual and vary with types of procedures and anesthesia.

Immediately following your surgery, your surgeon may talk with you and your family about your surgery and answer any questions you may have. Unfortunately, due to medications and anesthesia you may not remember this conversation.

You will be discharged when:

- Your vital signs have returned to pre-procedure levels.
- Pain and nausea are under control.
- You have received and understand your discharge instructions.
- Any other criteria is met as determined by your physician.

If you have any problems after you return home, please call your surgeon at the number provided to you on your discharge instruction sheet.

With your permission, a nurse may call you the day following your surgery to inquire how you are doing.

General Anesthesia

General Anesthesia is administered either through inhaled gases that will produce a state of unconsciousness. You will not be aware or feel discomfort during the surgery.

Recovery times usually range from 1-3 hours.

Monitored Anesthesia Care

You will be given sedation intravenously to help you relax, and a local anesthetic medicine will be administered into the surgical area.

You will feel little, if any discomfort.

Recovery times are usually about 1 hour.

Spinal Anesthesia

ANESTHESIA

Your physician and/or anesthesiologist will discuss with you the appropriate types of anesthesia for you and your type of surgery.

There are several types of anesthesia:

- General Anesthesia
- Monitored Anesthesia Care
- Spinal Anesthesia
- Local Anesthesia
- Ultrasound Guided Nerve Blocks

A local anesthetic is injected that results in

numbness. Intravenous sedation may also be administered with this type of anesthetic to help you relax. Recovery times usually range from 1-3 hours.

Local Anesthesia

A local anesthetic injection creates numbness in the surgical area of the body. You should feel no discomfort after the anesthetic is administered or during your surgery.

Ultrasound Guided Nerve Blocks

Using ultrasound guidance we inject a local anesthetic near the nerves to cause numbness. This can be used for the surgery itself or very often to provide patients with post-operative pain relief for as much as 12-24 hours.

Frequently Asked Questions (continued)

How does the ASC of Stevens Point reduce my risk of infection?

A registered nurse oversees our ongoing infection prevention program. We have a strict adherence to a one-time use policy for syringes and needles. We maintain a sterile environment for your procedures. Proper hand hygiene is practiced throughout the facility.

How should I prepare?

Wear comfortable clothing and shoes and remove jewelry, nail polish, metal hair accessories, and body piercing jewelry. Ensure your clothing adapts to a sling or knee immobilizer, if needed.

Leave your wallet, purse, money, credit cards, cell phone and all valuables at home or with the adult who accompanies you, but do remember to bring your insurance card and photo ID, such as a driver's license. Dentures and glasses will be removed just prior to the procedure, if necessary, and secured with your clothing. Bring a case of for your dentures and/or glasses.

Can I drive myself home?

NO. You must make arrangements for a responsible adult to drive you home after the procedure. You may not take public transportation home. We will reschedule your procedure for another time if suitable arrangements cannot be made to ensure your safe travel home. In addition, it is recommended that you have a responsible adult remain with you for 24 hours after your procedure in the event that any problem should arise. Patients who are not having anesthesia may drive home with their surgeon's permission.

I have a question, who can I speak to?

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Our staff will gladly answer any of your questions. Please give us a call at **715-345-0500** Monday through Friday between 6am and 5pm and ask to speak with a nurse.

Frequently Asked Questions

Do I need any pre-op testing?

Preparing properly for your procedure is very important. Your physician and their office staff will inform you of pre-surgical testing (laboratory, blood tests, x-rays or EKG's) required before the day of your procedure. Have these completed 7-14 days prior to the scheduled procedure or you may have to be rescheduled.

What should I do with the packet given to me by the Physician?

We would like you to read the information which explains our facility and answers questions you may have regarding your surgery. There is also important material related to pain management and anesthesia. This is provided so you have time to read and understand the choices available; therefore on the day of surgery you can talk with your anesthesia provider and choose the anesthesia that is right for you.

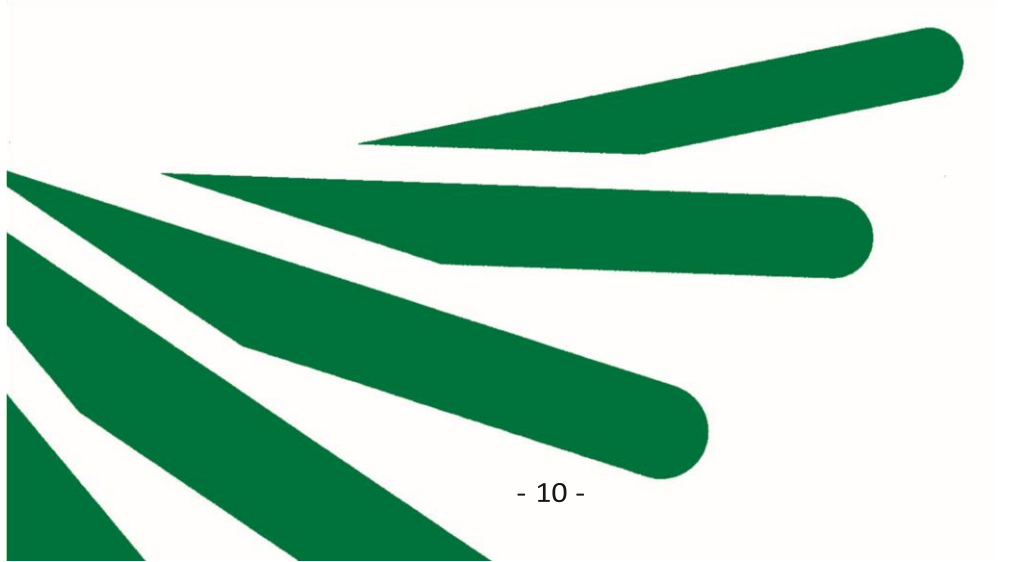
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When will I know my arrival time?

The nursing staff of the Ambulatory Surgical Center of Stevens Point will call you approximately one day prior to your scheduled procedure.

What about my medications or dietary restrictions?

You will be instructed by your nurse, prior to your surgery, on the food and fluid restrictions, as well as medications to be taken on the day of surgery. If you are currently taking anticoagulants such as Coumadin or Plavix, aspirin or products containing aspirin, contact your physician immediately for instructions on taking these medications. If you are taking diet suppressants or herbal supplements, please discontinue taking them 14 days prior to your scheduled procedure due to a



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possible reaction with anesthesia.

Feedback

Thank you for choosing the Ambulatory Surgical Center of Stevens Point. Our Staff is proud to serve you during your surgical care. You will receive a patient satisfaction survey via email or on paper from us regarding the overall care you received while a patient. It is important for you to complete and return this to us so that we may learn of better ways to serve you. We appreciate you taking a few moments to share your opinion of the services we provide.

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Complaints or Concerns

We hope your experience exceeds your expectations. If you have any complaints or concerns, please inform any member of our staff.

Advance Directive

The Ambulatory Surgical Center of Stevens Point (ASC) will always attempt to resuscitate and transfer you to the hospital in the event of deterioration. All procedures performed at the ASC fall into this policy. State Law Reference: Wis Leg. subch.II of ch. DHS 94.05. If you have an Advance Directive please bring a copy of this with you either prior to or at the time of your surgical visit. If you do NOT have an Advance Directive but would like information on this, please feel free to contact us at 715-345-0500 and we will provide you with the State of WI forms or you can ask for the forms at the time of check in for your surgery. The rationale for always attempting to resuscitate and transfer you to the hospital in the event of deterioration is because as an ambulatory surgical center we perform elective procedures on patients medically cleared for their procedure and we do not expect a decline in their health status.



Pain Management

Pain is an unavoidable result of having had surgery. The surgical center uses a multi-modal approach for pain management. This means combining various techniques and different classes of drugs which have been demonstrated to improve the effectiveness of managing your pain and keeping it managed throughout your recovery process.

Being Prepared Puts

Comfort Measures

You In Control...

Come In Many Forms

Not The Pain!

As a patient you have rights that

include:

- A staff which is concerned and committed to preventing and quickly treating your pain.
- Watching television
- Information about pain relief measures.

As a patient, we expect you will:

- Tell your doctor and nurse when the pain first begins.
- Work with your doctor and nurse in assessing and managing your pain.

- Let your doctor and nurse know if there are changes in your pain. unpleasant side effects, such as nausea, vomiting, itching or upset stomach.

As a patient, we hope that:

- You will be able to describe your pain, the location, if it is a constant pain, what makes it better, what makes it worse, and any other symptoms you may be experiencing.
- You will familiarize yourself with

Some forms of discomfort

are relieved by:

- Use of heat or cold
- Positioning or pillows for comfort
- Listening to your favorite music
- Visiting
- Relaxation techniques
- Massage

Relaxation Techniques

Technique 1

1. Clench your fists, breathe in slowly and deeply.
2. Breathe out and let yourself go limp.
3. Start yawning.

Technique 2

1. Breathe in slowly and deeply.
2. As you breathe, feel yourself relax; feel tension leaving your body.
3. Breathe in as you say silently to

pain rating scales on the following

page.

“out, two, three”. Or each time you breathe out say silently to yourself “relax.”

yourself, “in, two, three”. Breathe

out as you say silently to yourself

4. You might imagine yourself doing this in a place that is very calming for you, such as a quiet beach on a warm, sunny day.
5. You may do steps 3 & 4 for up to 20 minutes at a time.
6. End with a slow, deep breath. As you breathe out, say to yourself, "I feel relaxed and alert".

About Pain Medication

1. The most common medications used to treat pain fall into two main categories:
 - Non opioids, such as Tylenol, aspirin, and ibuprofen
 - Opioids, such as morphine and Dilaudid
 Medications from other categories may also be used to treat certain types of pain.
2. Depending on the type of pain, its severity, and frequency, medications may be prescribed on an as needed schedule, or around-the-clock schedule.
3. Medications may be given in various forms, such as pill, liquid, patch, suppository, intravenous, or subcutaneous.
4. If you have any questions about your pain medications, or any other part of your pain management plan, please ask your doctor or nurse!

Pain Rating Scales

There are 3 pain rating scales shown here:

- The 0-10 numerical
- The Faces
- The words "no pain", "moderate pain", and "worst possible pain".

Your nurse will work with you in choosing the one that's right for you.

PAIN RATING SCALE

