



**AMBULATORY
SURGICAL CENTER** | Stevens
Point



PATIENT INFORMATION

This booklet contains important information
regarding your surgery.

CONTACT

P: 715-345-0500

F: 715-345-0400

ADDRESS

500 Vincent Street, Suite A

Stevens Point, WI 54481

Learn more at: **ASCStevensPoint.com**

Online Registration

1. An ASC Staff member will contact you via email, text, or phone call at least 1-2 weeks before your surgery date. **Please Note: The text message will be from phone #: 59574.**

2. If you have a cellphone or email, a personalized link will be texted or emailed to you at least 1-3 weeks before your surgery. Please complete your online registration as soon as possible. If you have any questions, contact the ASC at 715-345-0500.

3. If you can't receive texts or email, you will receive a phone call from the ASC staff at least 1-3 weeks before your surgery to complete your online registration via phone call. Please have your medication(s) ready.

4. If you have already completed this online form within the past three months, the ASC will contact you at least 1-3 weeks before your surgery for any updates on medications, surgery, or other health issues.

5. If you are a new or returning patient, and it's been longer than 3 months since your last online registration, please refer to steps 1-3.

6. Please make sure to enter all your health information, and select "yes" or "no" to all the questions. This will ensure all questions are answered and will let you submit the online registration. If you are unable to submit the online registration, it will direct you to the question(s) that you may have missed or a question that requires you to select yes or no.

Please allow 15-20 minutes to complete the online registration. We recommend having a list of your medications, allergies, and past surgeries available to streamline the process. If you do not have access to a computer, tablet, or mobile device, or have additional questions, contact the ASC at 715-345-0500.

Patient Communication

When your surgery is scheduled with the ASC, you may receive a text message or a phone call about completing an online registration.

Please Note: The text message will be from phone #: 59574.

A nurse will call the business day before your surgery with your arrival time and surgery instructions. If you have any questions, contact the ASC at 715-345-0500.

Good Faith Estimate or Out-Of-Pocket Quote

You can receive a good-faith estimate or out-of-pocket quote before surgery. We recommend completing this process to be fully aware of your procedure cost and payment expectations before surgery. You can obtain this by contacting us at 715-345-0500. Please allow 2-3 business days to process your request.

Before Surgery

- Do NOT donate blood or plasma within 4 weeks of your surgery.
- Work with your surgeon's office to schedule a physical examination 7-10 days prior to your surgery.
- Assure you have someone to drive you home after your surgery.
- Know we require you to make arrangements for a responsible adult to stay with you for 24 hours after surgery unless you don't receive any anesthesia.
- Do not shave near the surgical site. Shaving with a razor can irritate your skin making you prone to a surgical site infection.
- If you have a fever, cough, cold, sore throat, or any symptoms of illness within 2 days of your scheduled surgery, please call your surgeon.
- If you have an open wound or sunburn near your operative area, contact your surgeon prior to the day of your procedure. Failure to do so may result in having your surgery postponed until the wound is healed.
- You will be contacted prior to surgery if you have a co-pay or deposit which needs to be paid at the time of check-in.



The Day Before Surgery

- The surgical center will notify you of your time of arrival for surgery the day before your surgery.
- Confirm your transportation home from surgery.
- Avoid tobacco products, non-prescription medications, and illegal drugs.
- Follow your physician's instructions regarding medication usage.
- Do not eat anything after midnight; clear liquids may be consumed up to 2 hours before your time of arrival for surgery **UNLESS** you have been instructed differently by the surgical center nurse. **Failure to follow this instruction may result in a delay, or cancellation of your procedure.**
 - **Clear liquids include apple or cranberry juice, coffee or tea without milk/creamers, Gatorade/PowerAde, and water.**

The Day of Surgery

- Shower with antibacterial soap the morning of your procedure.
 - If you have a splint/cast, please follow instructions from your surgeon's office.
 - If you are having a joint replacement refer to your joint instruction handout.
- Do not wear jewelry (rings, necklaces, earrings or body piercings) or make-up. A light/pale colored nail polish is OK; if the color is dark, it will need to be removed from 1 finger.
- If having surgery on your hand, remove all nail polish from the surgical hand; if having surgery on your foot, remove all nail polish from the surgical foot.
- No gum, candy, tobacco, alcohol, or illegal drugs.
- Bring your photo ID and insurance card.



- Bring any co-pay which must be paid in full at the time of check in.
- Arrange to have someone responsible to drive you home. You cannot drive yourself home after having an anesthetic.

- ***Foot & Knee Scope Patients***

- Bring crutches if you have them.
- Wear loose/comfortable, preferably elastic waist pants/shorts and easy slip-on shoes.

- ***Shoulder, Arm & Hand Surgery Patients***

- Wear a loose fitting, clean, short sleeved t-shirt.
- Wear loose/comfortable, preferably elastic waist pants/shorts and easy slip-on shoes.
- **Do NOT** put on any deodorant/antiperspirant

- ***Hip or Knee Replacement Patients***

- Bring your walker.
- Bring your CHG bath form with you.
- Wear loose/comfortable, preferably elastic waist pants/shorts and easy slip-on shoes.

- ***Cataract Patients***

- Start eye drops on the Sunday prior to surgery.
- Bring eye drops with you to the surgery center.
- Wear comfortable clothes.
- If your anesthesia for your cataract repair is **TOPICAL** only, you can eat breakfast and a light lunch the day of surgery and take your medications as prescribed.

- ***Eyelid Repair Patients***

- Bring your ointment with you to the surgery center.

After Surgery

- Have someone remain with you for 24 hours if you received any anesthesia.
- Refer to your discharge instruction papers.
- Wash your hands frequently with hand sanitizer or soap.
- Follow the instructions for your surgical bandage and **DO NOT** remove it unless instructed.
- Keep your incision clean.
- Do not sleep with pets while your wound is healing.

Advance Directives

As an outpatient surgery center, we perform elective procedures on patients who are medically cleared for their procedure and who do not expect a decline in their health status.

For this reason, it is the policy of the surgical center to always attempt to resuscitate and transfer you to the hospital in the event of deterioration. This policy applies to all procedures performed at the surgical center. (State law Reference: Wis Leg. subch.II of ch. DHS 94.05.)

If you do have an Advance Directive, please bring a copy of this with you when you come for surgery.

Though we do not honor Advance Directives, in the event of an unplanned transfer to the hospital following your procedure, this document would be sent along with you.

If you do not have an Advance Directive, but would like information on this, please feel free to contact us at 715-345-0500. 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.

Insurance and Billing

- If you are “self-pay” or “out of network” you are eligible for a Good Faith Estimate. Good Faith Estimates provide a list of expected charges for items or services. You will be required to sign notice and consent forms before these specific services are performed.
- If you have a co-pay, it is expected to be paid in full at the time of surgery check-in. Our ASC staff will call you prior to your surgery to inform you of this.
- Following your procedure, you can expect to receive 3 separate bills from your surgery; one from the surgical center, one from the surgeon’s office, and another from anesthesia (if you received anesthesia).
- We will bill your insurance company following your surgery. You will be responsible for any co-insurance and/or remaining deductible which is part of your insurance plan design.
- Options to pay include; cash, check, credit card (VISA/Mastercard), or calling 1-866-696- 2836.
- Payments can be made in person at our office, by mail, or over the phone by calling our surgical center or the number depicted on your billing statement. Please be aware that we do use a billing company that is located in Florida.
- If you cannot pay your balance in full, the center will accept interest free monthly payments for 90 days. If you are unable to pay your balance in full within 90 days, we offer a finance plan option which requires a personal email account. If this does not work for you, you must secure alternative financing.
- If you have questions regarding your bill, contact the number on your billing statement or call the ASC at 715-345-0500 between the hours of 8:00am to 5:00pm Monday through Friday.

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 a grievance regarding treatment or care that is (or failed) 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 administration.

If you want to discuss any concerns after you depart, please feel free to contact our Clinical Director, Administrator, or Medical Director at 715-345-0500. You can also send your complaint to the Department of Health & Human Services at Family Services, 1 West Wilson Street, PO Box 2969, Madison, WI 53701-2969 or by calling 1-800-642-6552. You may also contact the Medicare Ombudsman at <https://www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections>.

For Medicare beneficiaries, or their representative or surrogates, please be aware the role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand Medicare options and to apply their Medicare rights and protective.

Patient Responsibilities

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.

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 our waiting area.

Ownership Disclosure

Our surgical center is surgeon-owned. The following surgeons are owners and have become owners as a result of their commitment to the highest quality of care for our community. As owners they have a financial interest in the facility and you have the right to choose an alternative site of service for your procedure. Please contact your surgeon or medical specialist's office to obtain a list of sites where he/she has privileges to practice.

James Banovetz MD, PhD	Orthopedic Surgery
Thomas Guse MD	Orthopedic Surgery
Marcus Haemmerle MD	Orthopedic Surgery
Mark Jordan MD	Orthopedic Surgery
Joshua Troyer MD	Orthopedic Surgery
Todd Williams MD	Orthopedic Surgery

Thank You

Thank you for selecting the Ambulatory Surgical Center of Stevens Point for your health care needs. Our goal is to provide excellent surgical outcomes and deliver outstanding service by anticipating and meeting your needs with compassion.



Directions

From Highway 66

- Take Highway 66 to Division Street (Business 51)
- Go North on Division Street to 6th Avenue
- Turn Left on 6th Avenue
- 1 block to the Medical Complex (on left)

From Highway 51/39

- Take Highway 51/39 to Exit 161 (Business 51)
- Go South on Division Street (Business 51) to 6th Avenue
- Turn Right on 6th Avenue (first right after second light, 1 block)

