

Pacific Endo-Surgical Center

A GUIDE FOR OUR PATIENTS



*Exceeding the Standard
for Excellence in
Ambulatory Surgery*

3445 Pacific Coast Hwy, Suite 120
*(South on PCH, 2 blocks East of
Hawthorne, West of the car dealers)*
Torrance, CA 90505

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www.PAC-ENDO.com

General Information

Pacific Endo-Surgical Center is a state-of-the-art ambulatory surgery center, where surgeons perform a broad range of outpatient surgical procedures. Specialties include Gastroenterology, Urology, Colo-Rectal, and General surgery.

Day surgery at Pacific Endo-Surgical Center offers you the advantage of easy access, efficient service and personalized care in a pleasant environment. You are able to have surgery and return to the comfort of home the same day.

Our center offers a safe, convenient, high quality alternative to inpatient hospitalization. Pacific Endo-Surgical Center is an accredited facility by the AAAHC, licensed by the State of California and Medicare certified. We accept most insurances and Medicare. The Center also offers a self-pay alternative for uninsured individuals. Our business office staff will be happy to answer any insurance or financial questions you might have at (310) 326-1666.

Before Your Procedure

Confirmation:

A member of our staff will call you prior to your surgery date in order to confirm your appointment, complete a pre-operative medical history and answer any questions you may have. A day or two before your procedure we will call

you to *confirm the exact time* for you to arrive at the Surgery Center.

Procedure times may change for a variety of reasons. We may contact you to ask if we can change your arrival time.

Laboratory Tests:

Your doctor may order Lab work or an EKG preoperatively. Please have these completed before the day of your appointment.

If the patient is a minor, please remember:

One or both parents (or legal guardians) must remain at Pacific Endo-Surgical Center while the minor is in our facility. A parent (or guardian) must sign consents for surgery if the child is under age 18. Guardians must bring written proof of guardianship or power of attorney on the day of surgery; without this documentation, surgery may be delayed.

Preparing For Your Procedure:

Please talk to your physician about any daily medications you are currently taking, and plan to continue to take medications for your heart, blood pressure, Parkinson's or seizures. (Take with a sip of water early in the morning.)

Our staff will contact you to review your medications with you and help you to know which ones to continue.

✓ DO NOT BRING JEWELRY AND VALUABLES WITH YOU. (except your insurance cards and ID.)

✓ REMOVE CONTACT LENSES BEFORE ARRIVAL.

✓ HEALTH CHANGES should be reported immediately to your surgeon, even if the changes seem minor, such as fever, cough, rash, or a cold. Please notify your physician if there is a possibility that you are pregnant.

✓ BRING ALL PAPERWORK your physician may have given you regarding your surgery.

✓ ARRIVE ON TIME so that your surgery may begin as scheduled.

✓ NON-ENGLISH SPEAKING PATIENTS should arrange for an interpreter to accompany you to the Center. This person should remain at the Center until you are discharged.

When you arrive at the Center:

Please plan to arrive promptly at the time given to you by our Surgery Center staff. After you have registered at the reception desk, one of our nurses will escort you to a dressing area where you will be asked to change into a gown. You will then be assisted to a gurney. At this time, your nurse will spend time with you to answer any questions you may have and help with preparations for your procedure/surgery.

The Procedure Itself

Anesthesia:

Anesthesiologists are specially trained doctors who work with your physician to provide anesthesia (sleeping medicine) during your surgery. **If you are having anesthesia** your anesthesiologist will evaluate you before surgery and answer any questions you may have. Be sure to talk to your anesthesiologist about any medications you are currently taking, even over-the-counter drugs. Your anesthesiologist, in consultation with the surgeon, will determine the appropriate type of anesthesia.

Procedure / Operating Room:

The nurse from the procedure/operating room will come to check on you before your procedure, to confirm your information with you and ensure that you are ready. She may ask you to repeat answers to questions you have already been asked. She and the anesthesiologist will accompany you to your procedure room. **(If you ARE NOT having anesthesia, you will not have an anesthesiologist.)** During this time, your surgeon is preparing himself for your procedure. **If you ARE having anesthesia**, while you are asleep, the procedure will begin and end before you wake up.

Recovery:

Immediately following your procedure/surgery, you will be taken to our recovery room where specially trained nurses will closely monitor your breathing, blood pressure and pulse.

The amount of time you spend in the recovery room depends on the type of procedure/surgery and/or anesthesia you have had. Some patients spend as little as a 1/2 hour in the recovery room; others may spend up to 1 1/2 hours.

After Procedure/ Surgery

For your safety and well being, **if you ARE having anesthesia**, you must have an adult family member or adult friend drive you home after your procedure/surgery.

The nursing staff, using your physician's discharge criteria, will discharge you when they are assured you are in stable condition. **HOWEVER**, you could still feel sleepy, and/or nauseated. These are possible (and normal) side effects of anesthesia and can last for 12-24 hours.

At Home After Surgery:

We suggest that you eat lightly for the first day after your surgery. Be sure to follow any specific post-operative instructions your physician gives you regarding diet, rest, activities and medication. Pacific Endo-Surgical Center will provide you with a written summary of these instructions. In addition, a nurse will call you the day

after your procedure/surgery to see how you are doing. Patients who have had procedures/surgery on Friday may not receive a follow up call until Monday.

Intermittent dizziness and nausea are normal after receiving an anesthetic; therefore, you should wait 24 hours after returning home before you:

- Drive or operate equipment
- Consume alcoholic beverages
- Sign important papers
- Take medication not approved by your physician
- Stay alone

Any problems following your surgery should be reported to your physician's office. *In the case of an emergency please dial 911 or go to the nearest emergency room.*

Payment

Pacific Endo-Surgical Center accepts most insurances and Medicare.

Most day-surgery procedures are covered by insurance. Once insurance coverage has been verified, patients are asked to pay any co-insurance and deductible on the day of surgery, unless other arrangements are made. **Some insurance companies make payments directly to the patient, in which case we request you forward this payment to us promptly.**

Please check with your insurance company for pre-admission

requirements such as second opinions and/or pre-admission certification. Checking with them prior to your surgery will assist you and the Surgery Center during your admitting process.

Self Pay

Uninsured and/or self pay patients will be asked to pay for services in full on or before the admission date unless other arrangements have been made with the Center. These arrangements must be made prior to admission and must be approved by the administrator. We accept the following Credit Cards: MasterCard, VISA and Care-Credit.

We'd Like to Hear From You

Pacific Endo-Surgical Center welcomes the opportunity to hear from you. Your comments give us the chance to improve the way we provide service. They also allow us to recognize the efforts of our staff.

Please let us know when you are pleased with the way services are provided. Or if you have a concern, complaint, or suggestion, we would like to know that as well. You can complete your postage-paid survey, give us a phone call and/or write the Administrator to let yourself be heard.

Procedure/ Surgery Info:

Patient: _____

Surgery Date: _____

Arrival Time: _____
(this is 1 hour prior to your surgery time)

Type of Anesthesia: _____

Please visit our website and download or view our forms:

www.pac-endo.com

Hours of Operation
Monday through Friday
6:00 am – 5:00 pm

-MAP-

South on PCH, 2 blocks East of Hawthorne,
West of the car dealers



As required by California Law, this notice is to inform you that your physician may have an ownership interest in Pacific Endo-Surgical Center. If you have any questions regarding this matter, please discuss them with your physician.