

Lakeview Surgery Center Patient Guide



1750 60th Street
West Des Moines, Iowa
(515) 273-5240
www.lakeviewsurgerycenter.com

Welcome

Your surgeon made an important decision when he/she scheduled your surgery. He/she chose a state-of-the-art, multi-specialty surgical facility where your care and comfort are the priority. At Lakeview Surgery Center, our highly trained physicians and professional staff are dedicated to providing each patient and his/her family with personal attention. We will make every effort to ensure that you and your loved ones are made as comfortable as possible from the time of your admission until you are released for home. Our mission is to provide exceptional surgical care to our patients in an environment dedicated to patient safety, comfort, and respect. Please let us know if there is something more we can do to make your experience as pleasant as possible.

Our Website

www.lakeviewsurgerycenter.com

Our website has a wealth of information for our patients. You can access information about the procedures that are performed and the anesthesia that is used at the center, as well as information about our accreditation. A detailed map to our facility is available on the website, and you can take both adult- and child-oriented virtual tours.

Patient Rights

You're an important partner in your health care! When you are well informed, participate in treatment decisions, and communicate openly with your physician and other health professionals, you help make your care as effective as possible. We respect each patient's rights, personal preferences, and values. It is our policy that these rights shall be respected and no patient shall be required to waive these rights as a condition of treatment. The surgery center has adopted a written policy on patient rights. These rights are prominently displayed in the surgery center so that they may be accessible to all of our patients. Written copies are available for all patients on our website as well as in the center. We strive to care for the whole person, respecting each individual's need for dignity, control, privacy, security, identity, and special needs. Confidentiality regarding your health status is important to us. Information can only be given to immediate family members after patient approval. We will strive to provide and protect your privacy during your stay with us.

Our center is owned by Iowa Health System and The Iowa Clinic. If your physician is a member of The Iowa Clinic, he/she has financial interests/ownership in the center, and you have the right to have your procedure performed elsewhere.

Lakeview Surgery Center strives to be responsive to the needs of the patients and families to whom its services are provided. It is important that all patients, families, visitors, and the general public have an opportunity and a method to express their concerns. We encourage and invite anyone with a concern regarding our facilities or its employees to express these through our complaint process. A method for formal grievances is available at the center should you choose to utilize it.

Advance Directives

Lakeview Surgery Center supports and promotes the principle that adults have the right to refuse or accept medical treatment. We recognize the right of adult patients to execute an advance directive. Advance directives are documents that enable you to make decisions now about your medical care in the future. They offer guidance to your family and your doctors when you are not able to speak for yourself. Two types are legal and available in Iowa: *The Durable Power of Attorney for Health Care* (allows you to choose and name someone to make health care decisions for you when you can not) and *The Living Will* (a document directing your doctor to withhold or withdraw certain treatments that could prolong the dying process). Advance directives help to ensure that your values and important wishes are carried out. Our center can provide you with information to prepare an advance directive, or you may access this information on our website. If you already have an advance directive, bring it with you on the day of your procedure. This statement lets the doctors and nurses know the treatment you wish to receive or the name or names of persons who can be contacted to make health care decisions for you if you can not speak for yourself. An advance directive becomes operative when an individual becomes unable to make health care decisions. This situation would rarely occur at Lakeview Surgery Center because we are an outpatient facility that does low-risk elective cases. The potential complications explained to you by your physician and the anesthesiologist would almost always be irreversible. Therefore, if in a rare instance a complication would occur that might prove to be irreversible, that patient would be transferred to a facility that is able to give that patient a higher level of care. The advance directive would be sent to that facility with the patient so it can be incorporated into the care plan for that patient.

Preparing for Surgery

Prior to your planned surgery, you will be contacted by a member of the Lakeview Surgery Center's nursing staff who will review your medical history, including any medications you are currently taking. The nurse will also provide instructions on how to prepare for your surgery and arrival time at the surgery center. If any change occurs in your physical condition, such as a cold or fever, please contact your physician's office immediately.

Questions you may be asked include:

- Questions about your medical history.
- Do you have allergies? Please list.

- Do you have any health problems? Please list.
- Have you had other surgeries or any personal or family history of any anesthesia problems?
- Have you had a fever, cold, or rash recently?
- Do you take any medications, including over-the-counter products such as aspirin? Please be ready to tell the nurse the name of all your medicines, amount or dosage taken, and how often you take them.
- Do you use alcohol, tobacco, or illegal drugs?

Ask your doctor about pre-surgery testing. Some diagnostic work can be completed up to one month before surgery.

The Evening Prior to Surgery

Follow the instructions given to you by the Lakeview Surgery Center nurse regarding fluids and food.

Do not take any medications after midnight, unless instructed to do so by your physician or the surgery center staff. If you have diabetes or are taking blood pressure or heart medication, we will give you specific instructions for those medications. If medication needs to be taken, swallow with only a small amount of water. Failure to follow these guidelines could result in the cancellation of your surgery.

The Day of Surgery

- Please bathe or shower the morning of your surgery, but do not use lotions or oils after bathing. You may brush your teeth, remembering not to swallow anything.
- Wear loose, comfortable clothing that is big enough to accommodate a large bandage after surgery. Also wear comfortable shoes.
- Please leave jewelry, cash, and valuables at home. The surgery center can not be responsible for the security of these items.
- All makeup, jewelry, piercings, contact lenses, and dentures must be removed prior to surgery.
- As a precaution to protect your identity, you will need to bring all of your insurance cards with you to the center, along with your driver's license or other photo identification that matches your current address.
- You will be asked to sign a form giving your consent for the surgery. If the patient is under the age of 18, a parent or legal guardian must accompany the patient to the center, remain at the center, and sign the consent form.
- If you are a legal guardian, please bring a copy of appropriate legal documents and court order for surgery.
- Please arrive one hour before your scheduled surgery, unless a surgery center staff member informs you differently.
- An anesthesiologist will speak with you concerning anesthesia options if required for your procedure.

Your Right to Pain Relief

- As the anesthetic effects wear off, the area of your surgery may hurt or burn.
- If you need pain medicine, please ask for it. To help manage your pain, the nurse will explain how to use the Pain Scale Rating System.

- If you have nausea, medicine can be given to try to make you feel better.
- Any prescriptions will need to be filled at your pharmacy of choice.
- Good pain control can speed your recovery. Early treatment is best—it is easier to prevent pain than it is to play “catch up.” Pain is personal, and everyone responds to it differently. Ask for medication—you don’t have to wait for it to be offered to you. You can expect us to provide information about pain and pain relief. Our staff is committed to preventing and quickly relieving pain.

Going Home

- You will not be able to drive yourself home or be left alone following surgery.
- Please arrange in advance for a responsible adult to drive you home and stay with you for the first 24 hours following surgery.
- To assist in your recovery, we will provide written instructions for you to take home.
- Be sure to follow your physician’s instructions regarding rest, diet, medications, and activity once you have returned home. You should start your diet with clear liquids, unless directed otherwise. Within a day, you should be back to your normal diet.
- Since it is normal to feel drowsy, dizzy, or lightheaded after receiving anesthesia, we urge you to refrain from the following activities for 24 hours:
 - Signing important papers or making important decisions.
 - Driving or operating any equipment.
 - Smoking or drinking alcoholic beverages.
- A nurse from Lakeview Surgery Center will contact you by phone the day after your surgery to see how you are feeling and answer any additional questions you may have. If your surgery is on a Friday, a nurse will call you the following Monday.
- After surgery you will have a follow-up appointment with your surgeon. During the visit, your doctor will check how you are healing. If you have any questions regarding your progress, write them down before you go for this visit and ask them at your appointment. If you have any questions or problems following your surgery or follow-up appointment with your surgeon, please contact your physician’s office.

Kids Are Important to Us

At Lakeview Surgery Center we strive to meet the special needs of children by creating a caring and comfortable environment. Parents are able to stay with their child until surgery and join them again as soon as appropriate afterward. We encourage children to bring along a favorite stuffed animal, blanket, or toy to make them feel more at home. Also bring any formula, bottles, or sippy cups your child may need following surgery. We recommend that parents discuss the surgery with the child in advance to reduce their anxiety. While driving home, it is helpful if one adult drives while the other cares for the child. A virtual tour of the facility geared toward children is available on our website.

Finances

Charges at Lakeview Surgery Center are based on a facility fee for each procedure performed. Prior to surgery, you will be notified of your estimated insurance coverage. We collect any co-pay or co-insurance fees on the day of surgery. If this is not possible, please contact us to make other payment arrangements. Following surgery, we will file your

insurance papers for you. Cosmetic procedure fees will be collected prior to surgery. Anesthesia charges, lab, and your physician's fee will be billed separately. For your convenience, we accept cash, personal checks, Visa, Master Card, Discover, and American Express. Financial assistance is available. If you would like to request any information or have questions regarding our fee or payment policies, please do not hesitate to contact our business office at (515) 273-5240.

Thank You

Thanks for giving us the opportunity to serve you. Lakeview Surgery Center is committed to caring for our patients, as well as their families and loved ones. If you or your family has any questions regarding your surgery or Lakeview's policies, please ask any member of our staff or call us at (515) 273-5240 between 9 a.m. and 5 p.m. Our staff strives to make this a positive experience for you and your family.

The Lakeview Surgery Center will contact you with surgery and arrival times.

How to Find Us

1750 60th Street
West Des Moines, IA 50266
(515) 273-5240
www.lakeviewsurgerycenter.com

- **From I-235 westbound**

Use the 50th Street exit

- **From I-80/235 eastbound**

Use the 60th Street exit

- **From I-35/80**

Use the University Avenue exit