

GUIDE TO SURGICAL PROCEDURES



Northeast Georgia Medical Center, Inc.TM
EXCEPTIONAL health care **close to home**

743 Spring Street | Gainesville, GA 30501
770-219-9000 or 1-800-282-0535

www.nghs.com

welcome

Thank you for choosing Northeast Georgia Medical Center for your surgical procedure. The information in this booklet will help you understand our surgical process and let you know what to expect during your stay. Please take the time to review it carefully.

Before you come in for your scheduled surgical procedure, you may be scheduled for a Pre-Surgical Testing visit. This visit allows us to collect your medical history, assess your risk for surgery, and develop the best plan for you. It will also allow you to ask any questions you may have, and become familiar with the hospital. If you have time before your visit, you can call a Patient Telephone Interview Nurse at 770-219-7886. This will allow us to talk to you about your health history and review any pre- and post-

procedure instructions prior to your Pre-Surgical Testing visit. This may shorten the amount of time needed to complete your visit. If you were not given a pre-procedure appointment, your work-up will be completed the morning of your procedure. For more information about your Pre-Surgical Testing visit, see page 1.

Review the patient instructions for your procedure. **It is very important that you review and understand your pre-operative instructions. Failure to follow the instructions may result in your procedure being rescheduled.** If you have any questions for the staff at Northeast Georgia Medical Center please call Pre-Surgical Testing at 770-219-3845.

APPOINTMENT (if required):

Physician: Date _____ Time _____

Pre-Surgical Testing: Date _____ Time _____

Surgical Procedure: Date _____ Time To Arrive _____

*Approximate Scheduled Time Of Surgery _____

helpful hints for your family

- The hospital tends to be cool, so a light jacket or sweater may make your family member(s) more comfortable while they wait.
- The hospital has a cafeteria and bistro where family members can dine for a reasonable price. There are also several vending room areas.
- Because of the amount of time it takes for pre-procedure and day-of-procedure activities, we strongly discourage bringing any small children to the waiting or surgery areas unless they are the patient.
- It is helpful to the Medical Center staff if you choose a person who will be the point of contact for condition updates. The contact person can also pre-arrange with other family members and friends to call them with updates at specific times.
- Due to limited parking and waiting area seating, we ask that you please limit the number of family members who come with you the day of your procedure.

pre-surgical testing

Your physician's office will schedule an appointment for you with the Pre-Surgical Testing Department. This appointment may include a telephone call to obtain basic medical history prior to arriving in our department. During this call, the nursing staff will need to know basic information such as medications that you take (including dosage and frequency of use) and your medical history. You may want to have a pen or pencil available to write down instructions given to you by the nurse.

Some patients may also need to come into the Pre-Surgical Testing Department to have diagnostic testing done or to allow for a more in-depth assessment by the nursing staff. The Pre-Surgical Testing staff will make every effort to schedule this at a time that is most convenient for you. If you need to reschedule your appointment, please call 770-219-3845 as soon as possible.

You may eat and drink normally prior to this appointment. Please bring a complete list of your medications, to include dosage and frequency of usage. If you have a Living Will or Medical Durable Power of Attorney, please bring a copy.

Due to limited space, we do ask that you do not bring more than 1 additional person with you, and no children unless they are the patient. You may choose to bring a light jacket for comfort.

Items to bring for your pre-surgical testing visit

- ☐ Results of current X-ray, EKG, or labs. The Anesthesia Staff will review them to determine if tests need to be repeated, or if additional testing is required
- ☐ **All paperwork from your doctor's office.** This may include physician's orders, consent forms, and Medical or Surgical History forms (H&P).

Parking is available in the North Deck, directly across from the North Patient Tower. Enter through the rotunda, and turn to your left. The Pre-Surgical Testing Department is on the right, between Registration and the Bright Spot Café.

Safety Information

To help prevent adverse events, the staff will use two forms of patient identification. These may include your full name and birth date. Staff may ask you to verify this information several times during your stay.

Your surgical site may be marked in ink by your physician. If you refuse, or if your surgical site cannot be marked, an alternate method of verification may be used.

The staff and physicians use many measures to help prevent post-operative infection. Special care will be taken to clean your operative site prior to your surgery. You may be asked to cough and deep breathe frequently after surgery. Staff who enter your room should wash their hands or use antibacterial hand cleanser. Visitors should also be encouraged to wash their hands frequently.

- ☐ A list of all medications you are currently taking including non-prescription and herbal medications
- ☐ Insurance information including insurance card
- ☐ Driver's license or other photo identification
- ☐ Social Security card
- ☐ Eyeglasses if needed to read forms
- ☐ Advance directives if available
- ☐ Credit Card, Debit Card, personal check, or cash is accepted

other pre-procedure instructions

- Call your doctor or surgeon if you think you may be getting sick. This includes symptoms such as vomiting, fever, rash, nausea or a cold. Your procedure may need to be postponed.
- Please call if you are delayed or there is another reason you cannot come for your surgical procedure.

Please call the Perioperative unit at 770-219-6223. After 8 p.m. please call the Hospital Switchboard at 770-219-9000.

General pre-surgical instructions

- **Do not** eat or drink anything after midnight the night before surgery. This includes water, coffee, cola, tea, gum, and hard candy. You may brush your teeth, but do not swallow any water.
- Please refer to your individualized instructions you were given during your Pre-Surgical Testing visit for any medications you are to take the morning of surgery. These may be taken with a sip of water.
- **Do not** smoke, “dip,” or chew tobacco products for at least 12 hours before your surgery.
- Do not wear makeup of any type the day of surgery. Do not use hairspray on the day of surgery.
- Remove all jewelry (including body piercings) prior to arrival at Northeast Georgia Medical Center on the day of surgery.
- Take a bath or shower the morning of surgery, unless you have been instructed otherwise. You may use an antibacterial soap if you have one available. This reduces the bacteria on your skin.
- The anesthesia you will be given could make you drowsy and affect your judgment. Do not make any legal or important decisions, drive a vehicle, or drink alcohol for at least 24 hours after surgery. **You must have an adult with you who can drive you home after the procedure.** You will need an adult to stay with you for 24 hours after your procedure.
- If you think you may be getting sick, please call your surgeon. This includes symptoms such as vomiting, fever, rash, nausea or a cold. Some illnesses may affect how you react with anesthesia.
- Please do not bring valuables with you to the hospital.
- Do not wear contact lenses the morning of surgery. If you must wear lenses, bring a case and solution with you.
- Take only medicines as instructed by the anesthesiologist. You may take them with a SIP of water – not coffee, milk or juice.
- If you are to be admitted to the hospital instead of going home after your surgery, your family will receive information on room accommodations.

At your pre-surgical testing visit, a registrar will confirm your insurance information. Be sure to bring your insurance cards and your driver’s license or other photo identification with you to your pre-surgical testing visit.

To receive maximum benefits from your insurance, you should call your pre-certification agency to determine specific requirements of your plan. Your plan may require pre-certification, second opinions or specific lab tests or x-rays. If you are given a pre-certification number, please provide that number at the time you register for your procedure.

What is required of me regarding payment of my hospital bill?

You will be contacted by the Medical Center PASC department to obtain your demographic and financial information prior to your procedure. If after your insurance benefits are verified and it’s determined you have a financial liability, you will be asked to pay or make appropriate financial arrangements. If you do not have insurance coverage or the procedure is not covered by your insurance company, please contact the PASC department to discuss payment requirements. You may contact the PASC Representative at (770) 219-7666 Monday-Friday 7 a.m.-7 p.m.

Insurance

As a courtesy to patients with insurance coverage, the Patient Accounts Office will bill your insurance company, provided the benefits are assigned to the Medical Center. It is important that all of your insurance information be provided in a timely manner. The Medical Center may not be able to accept and bill insurance presented after registration because of insurance pre-certification and other billing requirements. You may be requested to assist in arranging payment from your insurance company.

Physician fees

The services of your personal physician, anesthesiologist, pathologist, radiologists and other specialists are not included in your hospital bill. Because these individuals are independent contractors and not employees of the Medical Center, you will receive a separate statement from each of them.

Final bill

You will receive by mail a Summary Bill of the charges for your visit approximately 10 days after your discharge. Payment by cash, check or credit card for all charges not covered by insurance will be expected within 30 days of final billing. If you have any questions, please call the Customer Inquiry Department at 770-219-7219 or 1-800-282-0535, extension 97219.

frequently asked questions

Driving Directions

From US 129:

Depart US-129 South Cleveland Hwy. Bear left at light onto US-129 South/ Limestone Pkwy NE South. Turn right to stay on 369/Jesse Jewell Parkway. Turn right onto Downey Blvd and arrive at Northeast Georgia Medical Center, North Patient Tower, North Entrance 3, on Left.

From SR 365:

Take Hwy. 365 South to Exit #24. Turn right onto Jesse Jewell Pkwy and turn right onto Downey Blvd. and arrive at Northeast Georgia Medical Center, North Patient Tower, North Entrance 3, on Left.

I-985:

Take 985 north toward Gainesville. Hwy 985 will turn into Hwy. 365. Take Exit #24. Turn left onto Jesse Jewell Pkwy. Turn right onto Downey Blvd and arrive at Northeast Georgia Medical Center, North Patient Tower, North Entrance 3, on Left.

Where do I park?

Parking & Location for Pre-Surgical Testing:

When you arrive at the North Patient Tower for your Pre-Surgical Testing appointment (if required), please park in the North Deck (see map on back cover of this folder), enter through the main entrance, turn left through the lobby. The Pre-Surgical Testing area will be on your right, after Registration and before the Bright Spot Cafe.

Parking & Location for Day of Procedure:

When you arrive for your actual procedure, park in the North Deck. (see map on back cover of this folder). Please note that you must have an adult with you who can drive you home following your procedure. Enter through the rotunda and take the elevator to the 2nd floor.

Can my family stay with me?

One to two members of your family may be with you before and after your procedure. At times, they may be asked to step out of the room for a brief period while certain treatments are performed to prepare you for your procedure. For more helpful hints for your family members, see the inside back cover of this folder.

What should I bring with me if I am being admitted following surgery?

Hospital gowns are always available. You must wear a hospital gown when you are having a surgical procedure or going into an operating room.

Please bring a robe or housecoat and bedroom slippers with non-skid bottoms.

Patients may also bring personal hygiene items such as a toothbrush, toothpaste, denture supplies, contact lenses and supplies, comb or hairbrush, deodorant, etc. If needed, basic hygiene items are available from the hospital. Please leave valuables at home.



Northeast Georgia Medical Center

