



"Our commitment is to redefine the experience of our patients by delivering compassionate care in the safest environment, with the most extraordinary outcomes."

FREQUENTLY ASKED QUESTIONS & ANSWERS

Why is it so cold in here?

For your safety! Germs produce faster in warm humid air, and to help prevent infection, the Surgery Center is kept at a cool temperature to stop or slow down the rate of germ reproduction and spreading. Warm blankets are gladly provided for your comfort upon request.

Why does every person ask me to verify my name and date of birth?

For your safety! Patient safety checks are a vital component of safe surgical care, so every team member who cares for you today will verify your name and date of birth. This is our built-in safety process!

Why is the same information about my procedure repeated?

For your safety! Our goal is to ensure you understand valuable information about your care here and after you go home. We will ask you to confirm the procedure you are having and validate your understanding of your procedure and recovery. Please take your time to review the consent forms and instruction forms carefully, and do not hesitate to ask us any questions. We want you to be informed and comfortable with your plan of care.

Why can't I eat or drink before my procedure?

For your safety! If your stomach is empty, the risk of vomiting during surgery is greatly reduced. Vomiting during surgery can cause serious complications, such as aspiration pneumonia or even death.

Why do I need to arrive so early?

For your safety! There are many things we need to do to prepare for your surgery. Some of these things include completing your registration, going over your plan of care, taking your temperature, blood pressure and heart rate. We need to start an IV, shave and/or clean the area of your procedure or begin your anesthesia plan. It is important to ensure sufficient time to answer any questions you or your family may have. Additionally, your Surgeon and Anesthesia Provider will visit with you prior to your surgery.

Will I have my surgery at the time I am scheduled?

Your time is valuable to us, and we will make every effort to meet your scheduled surgery time. We will keep you and your family informed of any delays. Your scheduled surgery time is an estimated time. Because some procedures take shorter or longer time than expected, we cannot give an exact time. Please feel free to ask if you have any concerns, and please let us know if you wait more than 30 minutes.

How long will I be in recovery?

Everyone responds differently to medication and surgery, so recovery depends upon the individual. When you are awake and meet discharge criteria, your nurse will review your post-operative instructions with you and your family. ***For your safety, you must have someone with you for the first 24 hours after your surgery.*** You may be at risk of falling and injuring yourself, or you could have an adverse reaction or complication related to your procedure or the medications you received. Your safety is our primary concern. Please follow your discharge instructions carefully and call if you have any questions after discharge.

*We are committed to continually improving the care we provide.
Please take a moment to complete and return the Press Ganey survey
with your honest feedback about your experience at our surgery center!*

Thank you for the privilege of caring for you!