



# *Welcome*

## **Thank You for Choosing St. Cloud Surgical Center**

St. Cloud Surgical Center is an outpatient surgery facility utilizing modern medical advances to make it possible for an adult or child to have non-emergency surgery and return home the same day. Our skilled team of anesthesia, operating and recovery room personnel will assist your physician and are committed to your personal care.



**St Cloud  
Surgical Center**  
SPECIALISTS IN OUTPATIENT SURGERY



CARING



CONVENIENT



STATE-OF-THE-ART



COST-EFFECTIVE



## Scope of Services

Many different surgery specialties can be performed at St. Cloud Surgical Center, including:

- Ear, Nose, Throat
- Oral / Dental
- Gastroenterology
- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics, including Joint Replacement
- Podiatry
- Spine



## Interpreters

If the patient and/or caregiver cannot read, speak English or uses sign language, an interpreter is preferred. Free sign language and oral interpreters, TTYs, and other services are available to deaf and hard-of-hearing persons. Notify us prior to your surgery of any special communication needs by contacting the Scheduling Department at 320-259-6535.

## Preparing Your Child for Surgery

At St. Cloud Surgical Center, we meet the special needs of children by creating a relaxed environment. To make children feel more comfortable, we encourage them to bring along a freshly cleaned favorite toy or blanket. Each admitting room is equipped with a television so parents may bring their child's favorite movie for pre-surgery viewing.

We also encourage parents to discuss the surgery with their child beforehand to help alleviate unnecessary stress. Parents are able to stay with their child until surgery and may rejoin the child as soon as it is appropriate. We recommend that one adult drives home while another cares for the child.

If the patient is under 18, a parent or legal guardian must accompany the patient and sign the consent form. Parents of minor children and caregiver of dependent adults must remain in the center at all times.



## *Communication Made Easy*

**One Medical Passport gives you the opportunity to be able to receive information regarding your surgery conveniently through both text and email.**

It allows patients to provide and receive information at a time that is most convenient. You will receive an opt-in text message as soon as you are scheduled at our center, simply respond (Y) to opt-in. If you prefer to communicate over the phone or have questions, please call 320-251-8385 ext. 5.

One Medical Passport allows you to fill out your Health History online. To complete your Health History online, please go to [www.onemedicalpassport.com](http://www.onemedicalpassport.com). If you need assistance or have any other questions, please call 320-229-3244.



**One Medical Passport has been a great communication tool for our patients!**





## Before Surgery CHECKLIST

**Follow these guidelines before your surgery to ensure that your operation goes smoothly and to prevent cancellation of your surgery.**

- We offer pre-registration as part of our service in outpatient healthcare. For your convenience we encourage you to contact our office at 320-229-3253 to pre-register.
- Within 2 weeks prior to your surgery, you will receive a text/email notification to complete your health history and medication list online. Completing this as soon as possible after you receive this link will help our nurses prepare you for your surgery. Our nurses will review your health history and medication list and will only call you if they have questions or need to clarify information. If you have any questions or need assistance completing your online health history, please call our Health History Nurses at 320-229-3244, Monday through Friday, 8:00 am to 5:00 pm.
- You may be required to see your primary physician for clearance prior to surgery.
- You will receive a call from the scheduling department one business day prior to your procedure informing you of your arrival time and when you need to stop eating and drinking.
- If you are taking any prescription medications, including prescribed aspirin, please check with your prescribing MD regarding what medications you should and shouldn't take prior to surgery.
- You will need a responsible adult to drive you home AND stay with you for 24 hours. Surgery WILL be cancelled if you do not have a driver AND do not have someone to be with you for 24 hours after surgery.
- Notify your surgeon before coming to the center if there is any change in your physical condition, such as a cold or fever.



- With your safety in mind, please DO NOT eat or drink anything within 8 hours of your arrival time for your surgery/procedure. This will prevent delays and possible cancellation of your surgery. You may take sips of water ONLY up to 2 hours prior to your arrival.
- Plan to follow the instructions given for eating and drinking before your surgery.
- You may brush your teeth, remembering not to swallow anything. Refrain from the use of mints, chewing gum or cigarettes.
- If you wear contact lenses or glasses, bring a case for their safekeeping. We provide containers for removable dentures and bridgework.





## Day of Surgery CHECKLIST

- Please bathe or shower prior to your surgery. Remove all makeup. Do not use lotions or oils after bathing or hair styling products.
- Wear loose, comfortable clothing such as sweatpants and easy-to-button shirts or blouses that are big enough to accommodate a large bandage after surgery. Wear comfortable shoes.
- Leave all valuables, including jewelry and cash, at home. We cannot be responsible for damaged or lost property.
- Bring all your regular medications with you on the day of surgery, both prescription and non-prescription.
- Be prepared to sign a form giving your consent for the operation.
- Bring a photo ID and insurance card(s). For auto claims and worker's compensation claims, you must have your claim number, address to submit claims, along with the adjuster's name and phone number. If you do not have your insurance information with you or your insurance is inactive, your account will be set to self-pay until we receive the insurance information from you. Setting the account to self-pay may result in you making a payment up front for your procedure.
- Once admission is complete, your escort may join you. Following surgery, your escort may join you once you are awake and stable.
- Your escort/family will be asked to wait in the waiting room while you are in surgery. The surgeon will speak with your escort immediately following surgery if they are in the building. Please have your escort check out at the front desk prior to leaving and upon return to the building.
- Cell phones are NOT allowed in the operating room.





## After Surgery **CHECKLIST**

- ❑ Arrange for a responsible adult to drive you home AND stay with you for 24 hours. Surgery WILL be cancelled if you do not have a driver AND do not have someone to be with you for 24 hours after surgery.
- ❑ Before you leave the center, you will be given written instructions for your care at home.
- ❑ Once you are in stable condition, you will be discharged. Most patients are discharged 1–5 hours after surgery. It is normal to experience sleepiness and dizziness for 12–24 hours after surgery.
- ❑ After you have returned home, be sure to follow your doctor’s orders regarding diet, rest, medication and activity. Do not sign any important papers or make any significant decisions for at least 24 hours.
- ❑ If you have any questions or problems after surgery, please contact your surgeon or go to the nearest emergency room.
- ❑ A nurse from our center will call you a few days after your surgery to check on your recovery and answer any additional questions you might have.
- ❑ Do not drive a car, smoke, drink alcoholic beverages, operate machinery or cook for 24 hours after surgery.



### *Speak up for your safety.*

Our goal at St. Cloud Surgical Center is to provide a safe and healing environment.

If at any time during your stay you have a concern or complaint, you can report it to any member of our staff. All of our teammates have been educated and trained to handle your concerns in an efficient and confidential manner.

# Insurance & Billing

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There may be multiple bills for your surgery. St. Cloud Surgical Center will bill you for the facility charges and the certified registered nurse anesthetist associated with your surgery.

The bill from St. Cloud Surgical Center will not include the services of your surgeon, anesthesia team, laboratory, pathology and durable medical equipment (crutches, walkers, boots, slings, etc.)

Due to the number of insurance plans and differences in coverage, we ask that you contact your insurance company to better understand coverage and you insurance plan's requirements for your surgery/procedure. Co-pays will be collected on the date of service.

As a courtesy to our patients, we will file your insurance claim for you, following surgery. Any amounts not covered by your insurance plan, including but not limited to, deductibles and/or co-insurance will be the patient's responsibility and are due upon receipt of the first billing statement.

We accept cashier's checks and all major cards such as VISA, MasterCard, Discover, American Express, and CareCredit.

You are welcome to visit the CareCredit website at:

[www.carecredit.com/go/QJX735/](http://www.carecredit.com/go/QJX735/) to pre-apply for their services before your date of surgery.

If the facility or certified registered nurse anesthetist costs are greater than anticipated, you will be billed for the difference. Any overpayment will be refunded within 30 days from the receipt of the insurance payment.

It is your right as a patient to request information or have questions answered regarding fee or payment policies.

If you have any questions or problems regarding your bill, please contact our business office at 320-251-8385 ext. 2030 or 1-800-349-7272 ext. 2030.

If you are a self-pay (non-insured) patient, please call for detailed payment options at 320-251-8385 ext. 2033 or 1-800-349-7272 ext. 2033. Personal checks are not accepted. You may bring payment in the form of a cashier's check or credit card.