

For your comfort and safety, we remind you of the following:

- Have someone stay with you for the first 24 hours after surgery.
- Take it easy until your physician says you can return to your normal routine.
- It is natural to experience some discomfort in the area of the operation. You may also experience some drowsiness or dizziness depending on the type of anesthesia you receive or the amount of pain medication you are taking at home.
- Follow your physician's instructions regarding diet, rest, and medication.
- Do not drive, operate heavy machinery or power tools, cook, drink alcoholic beverages, make legal decisions, or take any medications not prescribed by your physician for at least 24 hours after your surgery.
- Contact your physician if you feel you are having problems after surgery. If you cannot contact your doctor but feel your concerns warrant a doctor's attention, call or go to the emergency room closest to you.
- It is very important to remember that **you must have an adult, over the age of 18, drive you home after surgery.**

The day after your surgery, a member of the hospital staff will call to see how you are doing. If your surgery is on a Friday, you be contacted on Monday. If we cannot reach you by phone, a letter will be mailed to your home address. You may contact us during business hours at 513 454 2222.

About Your Bill

If you have given complete and accurate insurance information to your surgeon's office, our business office staff will contact your insurance company prior to surgery to verify your medical benefits for our facility charge. This covers most supplies and medications, equipment, personnel, and use of the operating and recovery rooms. We will obtain all information regarding your coverage from your insurance carrier. You will be asked to pay any co-pays or past-due balances at registration unless other arrangements have been made prior to your arrival.

If you have no insurance or if your insurance does not cover the surgery to be performed, you will need to pay the facility fee prior to or on the day of the surgery. Special prior financial arrangements can be made with our business office.

For your convenience, we accept cash, cashier checks, money orders, MasterCard, VISA, American Express, Discover, and personal checks.

You may receive a statement of a balance due from our billing office for any deductible, coinsurance or copayment that has not been satisfied. Any questions regarding this statement should be directed to our billing department at 513 247 8813.

In addition to our bill for the facility fee, you may receive separate bills for the following services:

- Your physician or surgeon
- Anesthesia, if you received general anesthesia or it was necessary for a nurse anesthetist or an anesthesiologist to be available for your procedure
- Laboratory tests, if they were required by your physician
- Radiology imaging before or during your surgery
- Pathology, if tissues or specimens were removed during surgery

Any questions you have regarding these services should be directed to the billing offices of the appropriate provider.

Our business office staff can answer any questions you may have regarding insurance coverage or billing practices prior to your procedure if you call 513 454 2222. If you have any questions regarding your bill after your procedure, please contact our billing department at 513 247 8813.

Participating in Our Patient Survey

Before you leave the hospital, you may receive a copy of our Patient Satisfaction Survey. Your comments and suggestions are very important to us and will help us improve the service we provide to our future patients and their families. Please take a moment to fill out this short survey and return it in the postage-paid envelope.

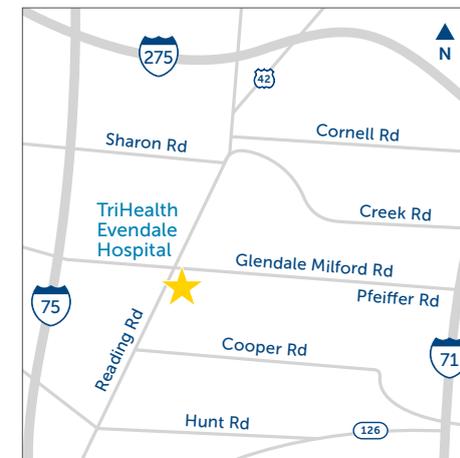
Scheduling Confirmation

Surgeon: _____

Date of Surgery: _____

Time of Arrival: _____

Please be aware that your procedure time may change. Your time of arrival will be given to you by a Pre-Op call nurse from our facility. If you are unable to keep your appointment or are delayed, please contact us in advance.



From Interstate 75

Take the Glendale Milford Road exit (Exit 14) and continue east for 1.7 miles. The hospital will be on the right, behind the Village Crossings Plaza.

From Interstate 71

Take the Pfeiffer Road exit (Exit 15) and continue west for 3 miles. Pfeiffer Road will become Glendale Milford Road. The hospital will be on the left, behind the Village Crossings Plaza.



Patient Guide

Information about your visit.



IAN S. RICE, MD

SPORTS MEDICINE ORTHOPEDIC SURGEON



3155 Glendale Milford Road, Cincinnati, OH 45241
TriHealth.com | 513 454 2222 | 513 247 8822 fax

Welcome. We are pleased that you will be having your surgical procedure at TriHealth Evendale Hospital. We are confident that you will have the very best surgical experience possible.

At TriHealth Evendale Hospital, you will witness the future of health care. We offer:

- A comfortable, welcoming facility
- Highly skilled, caring, friendly staff
- State-of-the-art medical equipment
- The latest advances in surgical and anesthesia procedures and technology

Our patients tell us time and again that they are extremely happy with the care they receive in our facility. Our goal is to send you home well on your way to a speedy recovery.

Preparing for Surgery

Your physician will discuss your surgery with you during your office visit. Your surgical procedure will be scheduled at that time. Please be sure to tell your doctor about any existing medical conditions and any medication that you are currently taking.

After your surgery has been scheduled with your physician, the office will give your information to our scheduling coordinator. You will then receive a phone call from a member of our nursing staff to obtain a basic health history and to receive your preoperative instructions. You may also call us at 513 454 2515 to receive your instructions. It is very important that you speak with someone from the hospital prior to your surgery.

A member of our business office staff will contact your insurance company to verify benefits and eligibility. You may be contacted by a member of our business office staff regarding your insurance coverage and your portion of the bill due on the date of service. They will discuss the fee for your surgery, as well as your copayment, coinsurance, or deductible that may be payable by you. It is suggested that you contact your insurance company as well to verify your benefits.

If you have had any preoperative tests or a history and physical performed within 30 days prior to surgery, please

ask your physician to fax or send the reports to us (attn: Pre-Op Call Nurse) prior to the date of your surgery. Our fax number is 513 247 8822.

Before surgery, you should follow these important safety rules, which are critical to your well-being. If you do not follow these guidelines, your operation may have to be delayed or canceled:

- Make arrangements for a responsible adult, over the age of 18, to drive you home after surgery.
- It is our policy that the responsible adult remains in the building for the duration of your surgery.
- Do not eat or drink anything after midnight the night before your surgery unless your doctor or anesthesiologist instructs otherwise. This includes foods, liquids, water, candy, gum, and breath mints.
- If guardianship or power of attorney is in effect, you must provide it to the hospital in advance or on the day of your surgery.
- Do not smoke or use any tobacco products after midnight the night before your surgery.
- Do not drink alcohol for 24 hours before or after your surgery.
- You may brush your teeth or rinse your mouth the day of surgery, provided nothing is swallowed.

Failure to follow these instructions can cause serious complications.

Patients having a colonoscopy: Please follow your physician's instructions regarding your procedure.

If you have any questions or concerns regarding your care, please discuss them with the nurse who calls for your preoperative interview. **In addition, feel free to call the hospital at 513 454 2222.**

Medications

- If you take insulin or any other routine medication, your doctor or anesthesiologist will tell you how to take your medication the day of surgery.
- If you take a blood thinner (such as Coumadin, aspirin, Plavix or a generic equivalent) please notify your

surgeon when scheduling your surgery. Insufficient notification could cause rescheduling of your surgery.

- You may take your normal heart, blood pressure, breathing, or seizure medication the morning of surgery with a small sip of water.

The Day of Surgery

If you are unable to keep your appointment or you are delayed, please contact the hospital immediately at 513 454 2222.

Please keep the following information in mind before coming to the hospital:

- All jewelry should be removed prior to surgery. Therefore, it is best to leave all jewelry and other valuables at home or with a family member.
- Bring your driver's license or identification card and health insurance cards with you. Depending on your insurance, you may also be asked to pay your co-pay, coinsurance and/or deductible.
- Choose low-heeled shoes and loose, comfortable clothing that is easy to put on and take off and can be easily folded. Avoid garments that need to be pulled over your head. Sleeves and pant legs should be loose enough to fit over bandages if necessary.
- Remove all makeup and contact lenses, if you wear them.
- If applicable, bring the following items with you:
 - A protective case for contact lenses or eyeglasses
 - Dentures
 - Hearing aids
 - Crutches or walker (ask your doctor if you will need)

During your preoperative interview, you will be instructed about what time to arrive at the hospital. Please check in at the front desk upon your arrival to register. A nurse will escort you into the preoperative area where your pulse, temperature, respiration and blood pressure will be taken. You will be asked to change into a gown provided by the hospital. Until you are ready to be discharged, your valuables will be placed in a secured locker or given to the person who has accompanied you to the hospital. **It is our policy**

that a responsible adult remains in the building for the duration of your surgery. Both your anesthesiologist and surgeon will visit with you prior to surgery. Depending on the type of surgical procedure and other factors, you may walk or ride into the operating room for your surgery. Anesthesia will be administered there.

After your surgery is completed, you will be moved to a recovery area until you are ready to go home or are admitted for an overnight stay. Here you will be offered a light snack or something to drink. Please do not bring food from home.

Children must not be left unattended in the waiting room and will not be permitted in restricted areas for their own safety as well as the safety of other patients. If you choose to bring children along to the hospital, please be sure that they have adequate supervision.

Surgery for Children

TriHealth Evendale Hospital was designed to accommodate the special needs of our pediatric patients. Our facility team has a highly qualified nursing staff and the anesthesia team has extensive training and experience with children. You may schedule a tour of the hospital and ask any questions you may have prior to your child's procedure.

We encourage children to bring a favorite toy or blanket with them. **A parent or guardian is required to stay with the child during the preoperative and postoperative processes and must remain in the building during the child's surgical procedure.** Parents of children should bring childcare items such as diapers, bottles, milk and/or formula, and extra underclothes. Legal guardians must bring proof of guardianship.

After You Leave the Hospital

In most cases, depending on your procedure, you will be ready to leave the Outpatient Area one to two hours following the completion of your surgery. Prior to discharge from the hospital, you will be given specific instructions from your physician regarding your postoperative care.