Patient Information
Welcome

Please bring this brochure with you to the hospital. It provides information that will be helpful to you during your visit.

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Welcome and thank you for choosing Oklahoma Surgical Hospital.

We have developed this guide to assist you with any questions you may have about your upcoming procedure at OSH. To help you to be better prepared, please take some time to review all the information before your procedure.

In choosing OSH, you have selected a group of physicians, nurses and other health professionals who are committed to providing you with outstanding medical care in an environment that focuses on personalized service. We embrace the highest standards in hospital care and work to ensure that your overall experience will exceed your expectations.

Please let us know how we can help you while you are in our care.

Sincerely,

Rick Ferguson
Chief Executive Officer

A Guide Created Just For You.
Mission and History

Mission
Oklahoma Surgical Hospital commits its premier medical expertise and technological resources to the provision of superior personalized health care. We embrace the highest standards in patient care and clinical outcomes, and endeavor to ensure that the overall patient experience will exceed expectations.

History
The hospital was founded in 2001 in Tulsa, Oklahoma by a group of quality-minded physicians who shared an important vision of health care for their patients. Local orthopedic surgeons, neurosurgeons and anesthesiologists joined together to develop a hospital where physicians could provide the type of care they felt their patients deserved. The hospital opened in July 2001 as the Orthopedic Hospital of Oklahoma in their current location in the CityPlex Towers at 81st and Lewis in Tulsa. OHO provided care exclusively to orthopedic patients for the next six years.

In January 2007, a premier general surgery group joined the hospital and the facility expanded its services to include a variety of additional surgical procedures.

In June of 2007, the hospital changed its name to Oklahoma Surgical Hospital to better reflect the services available to patients. One year later in January 2008, a second large group of physicians specializing in urology joined the medical staff. This allowed the hospital to expand its services even further.

Today the hospital offers services for most surgeries and procedures including orthopedics, neurosurgery, general surgery, colorectal, breast, gynecology, urology, ENT, cardiology, and plastic surgery. OSH also operates the Institute for Robotic Surgery, Pain Management Center, Imaging Center, Endoscopy Center, Cath Lab and Physical Therapy Center. OSH is licensed for 76 beds, operates 20 operating rooms, and employs over 500 individuals. We are accredited by the Healthcare Facilities Accreditation Program (HFAP), an independent, accreditation organization recognized by the Centers for Medicare and Medicaid Services (CMS). OSH also has been recognized by several national hospital ratings organizations over the years for the high quality care we deliver our patients.

The foundation of our hospital has stayed the same since the day we opened our doors. Our continued focus is on the care we provide our patients. The relationship between you and your physician will continue to be the single most important factor in how we operate our hospital as we work to ensure that your overall hospital experience exceeds your expectations.
Why Choose OSH

Our Physicians
The physicians at Oklahoma Surgical Hospital are specialists who trained at some of the most well known residency and fellowship programs in the country. These physicians are from the largest specialty practices in the region and are members of independent practices and are not employees of Oklahoma Surgical Hospital. Our hospital was founded by these physicians, and they play a major role in the administration of the hospital. The facility was designed by these physicians with their patients’ needs in mind. We are truly a unique facility in our community because of the dedication these physicians have to their patients and their involvement in the operation of our hospital.

Our Nurses
Nursing plays an enormous role in every patient’s hospital experience at Oklahoma Surgical Hospital. Our physicians realized the importance of nursing when they founded the hospital and have dedicated resources to ensure our nurses function in a culture that is sensitive and respectful to your needs. Exceptional nursing care, centered on the individual needs of each patient, is the absolute standard at Oklahoma Surgical Hospital.

Specialization
Oklahoma Surgical Hospital is dedicated specifically to providing medical care to patients requiring surgical procedures. This specialization allows us to focus our clinical expertise and technical resources on specific procedures. By doing this, your physician and our surgical staff have developed a level of medical expertise that allows for more successful clinical outcomes. We are able to stay abreast of the most innovative techniques and obtain the latest in medical technology. Our nurses are trained to care specifically for surgical patients which greatly improves your care and your recovery once you are discharged from the hospital.

Clinical Quality
The physicians who founded Oklahoma Surgical Hospital did so specifically to provide their patients the type of quality medical care they felt they deserved. Their involvement in the operation of the hospital ensures that decisions are made based on the impact to patient care. Our nurse to patient ratio of 1 to 5, along with the use of Hospitalists (internal medicine physicians available to handle non-surgical patient issues) and in-house 24 hour Respiratory Therapy services, provide a level of care our physicians feel every patient deserves. The result of these practices can be seen in our clinical outcomes. Our surgical site infection rate is well below the national average and our length of stay is one of the lowest in the region. Additionally, we are accredited by Healthcare Facilities Accreditation Program (HFAP) and honored to be recognized by Medicare, HealthGrades, CareChex, Press Ganey, and Consumer Reports, all national hospital rating organizations, for our outstanding clinical outcomes.

Personalized Service
At OSH you will find the personalized service you have been looking for in a hospital. We place a very high priority on exceeding our patients’ expectations and strive to make your visit as convenient and comfortable as possible. We realize that your hospital visit can be stressful and often challenging. Our staff is trained to treat you with dignity, kindness and respect. If you have a need, request, question, or problem, we will do everything we possibly can to assist you.

We have also added a few extra amenities to make your visit a little more pleasant. Patients and guests receive free valet parking and are assisted by a Guest Services Representative throughout their stay. Patients staying overnight receive a complimentary bathrobe and order their meals from a restaurant-style menu. We also make sure your guests’ needs are attended to as well. Our computerized patient tracking system allows your guests to monitor your progress through your surgical procedure. Your guest may stay overnight and meals can be provided for a fee. The OSH Patient Care Line, at 918-477-5005, is also available to assist you during your stay. All of these services are our way of providing you a little extra to make your hospital visit as comfortable as possible.
The Quality You Deserve

Oklahoma Surgical Hospital has been recognized by several national organizations for its outstanding medical care throughout the years. These organizations provide a comprehensive evaluation of thousands of hospitals in all 50 states. They objectively assess clinical outcomes and quality using data licensed by the federal government’s Centers for Medicare and Medicaid Services.

Oklahoma Surgical Hospital was awarded accreditation from the Healthcare Facilities Accreditation Program (HFAP), an independent, accreditation organization recognized by the Centers for Medicare and Medicaid Services (CMS).

Centers for Medicare and Medicaid Services (CMS) provides hospital quality information on all hospitals who treat Medicare and Medicaid patients throughout the country. This information can be found on their Hospital Compare website. They combine 64 quality measures into one consumer friendly rating.

Medicare Rankings:
• 5-Star rated
• One of only 84 hospitals in the nation to receive a 5-star rating

CMS also measures detailed trend analysis by hospital. Their most recent data shows the following for OSH:
• 1 out of 91 hospitals in Oklahoma for the Lowest Complication/Highest Patient Safety measure
• 5 out 3238 hospitals in the Nation for the Lowest Complication/Highest Patient Safety measure
• 1 out of 50 hospitals in Oklahoma for the Lowest Complication Rate Following Total Hip and Total Knee Surgery
• 1 out of 50 hospitals in Oklahoma for the Lowest Readmission Rate Following Hip and Knee Surgery

CareChex, a division of Quantros, Inc., uses seven peer-reviewed methodologies to rate U.S. hospitals including the same methods adopted by the Hospital Quality Alliance (HQA) and the Agency for Healthcare Research and Quality (AHRQA), both leaders in the industry for reporting public healthcare information.

CareChex Rankings:
• Ranked in the Top 1% in the Nation for Overall Surgical Care
• Ranked in the Top 1% in the Nation for Joint Replacement
• Ranked in the Top 1% in the Nation for Major Orthopedic Surgery
• Ranked in the Top 1% in the Nation for General Surgery
• Ranked in the Top 1% in the Nation for Gastrointestinal Care
• Ranked in the Top 100 Hospitals in the Nation
• Ranked #1 in Tulsa for Overall Hospital Care
• Ranked in the Top 100 Hospitals in the Nation for Patient Safety
• Ranked #1 in Tulsa for Patient Safety

HealthGrades is a leading online resource for comprehensive information about physicians and hospitals. They provide objective information about clinical outcomes, satisfaction, safety, and health conditions to help patients make more informed healthcare decisions.

HealthGrades Rankings:
• America’s 100 Best Hospitals for Joint Replacement (2014-2018)
• America’s 100 Best Hospitals for Prostate Surgery (2016-2018)
• 5-Star rated for Total Knee Replacement (2014-2018)
• 5-Star rated for Total Hip Replacement (2014-2018)
• 5-Star rated for Spinal Fusion Surgery (2009-2018)
• 5-Star rated for Prostate Surgery (2016-2018)
• HealthGrades Prostate Surgery Excellence Award (top 5% in the nation)
• HealthGrades Joint Replacement Excellence Award (top 5%)
• HealthGrades Patient Safety Excellence Award (top 5%)

Patient Satisfaction

Patient Satisfaction is a key quality indicator throughout the health care industry. To ensure that we are exceeding our patients’ expectations when they visit OSH, we utilize two different tools to monitor Patient Satisfaction.

The first is Press Ganey, a national healthcare survey company that has monitored patient satisfaction for more than 20 years. We are proud to announce that OSH recently received the Press Ganey Guardian Award for Patient Satisfaction for the fourth year in a row. This award honors health care organizations that have achieved and sustained a score of 95% or above in patient satisfaction.

The second tool, HCAHPS, or Hospital Consumer Assessment of Healthcare Providers and Systems, is the first national standardized publicly reported survey of Medicare patients’ perceptions of hospital care. OSH is pleased to announce that we have received a 5-star rating from Medicare which includes our HCAHPS ratings.

Patient Satisfaction is not only an important factor in providing quality medical care, but is fundamental to the mission of Oklahoma Surgical Hospital. We will continue to train our staff to provide you with exceptional clinical care and personalized service, as well as explore new and different ways to improve the care you receive. If at any time during your visit you should have a question or concern, please contact our Patient Care Line at 918-477-5005.
Preparing for Surgery.

Your Pre-Admission Testing Visit
During your Pre-Admission Testing visit you may:
• Talk with the Admissions Coordinator.
• Receive patient education materials.
• Visit with a nurse for diagnostic testing such as having your blood drawn and an EKG.
• Obtain any other medical information that your physician has ordered.
• Meet with a physician or physician assistant for a personal medical history and anesthesia clearance.
• Receive soap to use with instructions to help prevent infection.
The information that you provide during this visit will ensure that you are properly registered in our system and will allow us to provide you the services and amenities you require the day of your surgery. Please bring your driver’s license, insurance card and a method of payment. For questions regarding Pre-Admission Testing, please call (918) 477-5073.

Plan For Your Recovery At Home
If you will be facing a recovery period – even a short one – you may find it helpful to:
• Have your house ready for your arrival back home – clean, do laundry and put clothes away.
• Prepare and freeze healthy meals before your surgery.
• Put commonly used objects, such as towels, within easy reach.
• Ask a loved one to stay with you after surgery if you live alone. (If you care for a loved one, arrange for someone to take over for you while you recover.)
• Arrange for someone to take care of your pets
• Post emergency numbers by each phone. Keep a phone within reach.
• Make sure your home is well lit and free of tripping hazards, such as throw rugs. Install night lights, handrails and other safety devices, as needed.
• Arrange to have someone get your mail.
• Ask your health care provider what supplies you will need for incision care and where you can get them.
• Examine your bathroom to determine what devices you might need after surgery, such as a shower chair.

Arrange For A Ride
You cannot drive yourself home after surgery. Arrange for a family member or friend to drive you home and make plans to have someone drive you to follow-up appointments, if necessary.

Advance Directives
There are several documents that you may want to consider completing before your hospital stay. These are Advance Directives and they describe how you want to be treated medically should you become unconscious or too ill to communicate. They include the following:

Health Care Proxy – This allows you to authorize another person to make health care decisions for you if you are unable to do so.

Living Will – This allows you to outline specific information about procedures you would like or not like to be performed if or when you become terminally ill.

Organ Donation – This allows you to record your wishes when it comes to donating your organs once you are deceased.

Please bring a copy of your Advance Directives and DNR Order if you have them. If you need assistance with these documents, please advise your Admissions Representative. Laws concerning advance directives vary from state to state. You may wish to consult an attorney about your options.
Information About Your Anesthetic

Anesthesia services at Oklahoma Surgical Hospital are provided by Associated Anesthesiologists, Inc., a group of physicians, certified registered nurse anesthetists and physicians assistants that specialize in anesthetic medicine and pain therapy services.

What is anesthesia?

Anesthesia is a means of blocking pain. Your anesthesiologist can give anesthesia in one of two ways: general (you will “go to sleep”) or regional (your pain is blocked in a certain area).

Unconsciousness is produced under general anesthesia by injected drugs and inhaled gases. Regional anesthesia blocks nerves in the area of your surgery and is given with a needle and/or catheter (small tube). Some types of regional anesthesia include caudal, spinal, epidural, intravenous (IV), and peripheral nerve blocks. You may request medicines to relax you during your regional anesthetic.

A member of the anesthesia team will meet with you before surgery to discuss your physical condition and your specific anesthesia. If you have any special problems or questions, you should discuss them with the anesthesiologist or PA at that time.

Who will give me the anesthesia?

The anesthesiologist chooses your anesthesia according to your physical condition, age, current medications, and type of surgery. An anesthesiologist or certified registered nurse anesthetist (CRNA) will administer your anesthesia. An anesthesiologist is a doctor with special training in anesthesia. A CRNA is a registered nurse (RN) who is formally trained to give anesthesia under a doctor’s supervision. When you arrive in the Pre-Op area, an intravenous infusion (IV) will be started. After you are moved to the operating room, several monitoring devices will be applied to observe heart rate, blood pressure, and other vital signs.

What are the types of anesthesia? How are they given?

General Anesthesia

General anesthesia for adults is usually given with drugs through an IV followed by further IV medicines and anesthetic gases given through a mask or breathing tube. This breathing tube may be inserted into your windpipe, or other devices may be placed in your nose or mouth to help your breathing during surgery. Be assured that your anesthetist is in constant attendance with you throughout the operation. Your anesthetist will maintain the anesthesia and watch your vital signs. Your breathing tube will not be removed until you can satisfactorily breathe unassisted, so you may wake up in recovery to find it still in place. Do not be alarmed if that happens; you will be closely monitored, and the tube will be removed when you can breathe normally without help.

Following surgery, you will be taken to the recovery room where specialized nurses provide care. An anesthesiologist is immediately available for you in recovery until you are stable.

Most small children are given general anesthesia with gases through a mask. An IV is started after the child is asleep if needed.

Regional Anesthesia

Regional anesthesia is quite different from general anesthesia. You are not asleep as with general anesthesia, but you may be sedated to a “twilight” sleep (semi-consciousness).

For some surgical procedures, a small catheter is placed between the vertebrae (bones of the spine) and the sack containing the spinal cord. Anesthetic drugs and narcotics are given through this epidural catheter during the surgery. Frequently, this epidural catheter is left in place after the operation so that narcotics and weak anesthetic drugs can be given to control pain. A patient controlled pump connected to the catheter allows you to give yourself extra pain medication if you need it by simply pressing a button.

Monitored Anesthesia Care (MAC)

Monitored Anesthesia Care (MAC) combines intravenous sedation with local anesthetic or nerve blocks, enabling patients to undergo lengthy and complex procedures as an outpatient and then promptly and safely be discharged home.

Nerve Block Information

Your surgeon and anesthesiologist may recommend an additional procedure to improve your post operative pain relief. There are a number of procedures that the anesthesiologist can perform to make you more comfortable post operatively. These procedures are the following:
Femoral Nerve Block/Adductor Canal Nerve Block

Femoral nerve blocks are performed on patients having a variety of knee surgeries including total knee replacement and ligament reconstruction. This block helps to make the patient more comfortable postoperatively while using fewer narcotics. It is generally performed pre-operatively under light sedation. The anesthesiologist injects a local anesthetic in the skin above the nerve which is located just outside the groin area or the upper thigh. The femoral nerve is found using ultrasound visualization and then local anesthetic is injected around the nerve. The single injection block lasts 10-20 hours but may last longer.

For some surgeries, the anesthesiologist will pass a small tube next to the nerve to allow for a continuous infusion of local anesthetic for 1-3 days after surgery. Obesity may make performing a femoral nerve block or advancing the catheter difficult or impossible.

Nerve damage is possible but rare with the use of ultrasound guidance or the nerve stimulator for accurate needle placement.

Interscalene / Superclavicular Block

The interscalene block is performed on patients having surgery on their shoulder and humerus. The block significantly reduces the amount of pain you will have after surgery. Very obese patients and those with severe lung disease may not be good candidates for the block. The block is performed pre-operatively under light sedation. A small needle will be placed near the nerve under ultrasound guidance and local anesthetic will be injected around the nerve. The shoulder, arm, and hand will feel “numb” and the arm muscles will be weak. This “numbness” usually lasts 10-20 hours but may last longer.

Often other nerves are also blocked as the anesthetic is absorbed by the surrounding tissue. The Phrenic nerve, which coordinates your breathing muscle, may also be blocked. When this happens you may have the desire to cough and feel as though you can’t get your breath. Occasionally obese patients and those with lung problems may be admitted overnight to receive oxygen. Sometimes the nerve to the vocal cord muscle is blocked causing hoarseness for several hours. This will pass, but it is a good idea to sip clear liquids after surgery before trying to eat solid foods. Sometimes the nerves regulating blood flow to the face are blocked. If this happens the side of your face will feel warm and you will get a stuffy nose on the same side. Your eyelid on the side of the block may also droop. This will pass in several hours.

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Rarely, the nerves can be damaged and occasionally the block does not work. This is unusual when using ultrasound guidance for accurate needle placement. If the block is unsuccessful you will be given painkillers through your IV and/or the block may be repeated in the recovery room. Interscalene blocks are generally well tolerated and provide superior post operative pain relief.

**Spinal Block**

The spinal block is used in patients undergoing lower abdominal or leg surgery. If you are on blood thinners it is very important that you tell the anesthesiologist. The use of blood thinners can lead to serious complications with the spinal block. The spinal block is performed under sedation with you placed on your side or sitting in the bed. The skin is cleansed with an antiseptic solution and the skin and deep tissue are injected with a local anesthetic. A small spinal needle is placed between the bones in the lower back. A small amount of local anesthetic and/or narcotic is injected. The needle is removed and over minutes you will become numb below your chest area. You may have more sedation during your surgery. The numbness wears off after 2-4 hours but the spinal narcotics provide pain relief for 10-18 hours. Obesity may make performing the block difficult or impossible.

Side effects are generally minor and may include nausea and itching. Occasionally patients may develop a headache after a spinal block. This headache can be treated by notifying your nurse who will contact the anesthesiologist on call.

**How do I prepare for anesthesia?**

Prior to your arrival for surgery, please remove purple, dark blue, red, black or sparkle nail polish as this can interfere with your monitoring. Do not wear mascara or eye shadow as these can damage your eye during your anesthetic. Also, please remove all jewelry and body piercings including tongue and lip jewelry as they can damage your airway and get in the way of devices used in anesthesia.

For your safety, if you wear dentures, you will be asked to remove them prior to your procedure. Dislodgement or damage can occur during your airway management and interfere with your breathing. Arrangements can be made to remove and replace dentures prior and after your surgery.

**Popliteal Fossa / Sciatic Block**

The nerves in the popliteal fossa area are blocked to provide improved pain relief for patients having surgery on the ankle, foot or knee. The block is performed under light sedation. The nerve is located using ultrasound. Then, local anesthetic is injected around the nerve. This numbness usually lasts 10-20 hours but may last longer. Nerve damage is possible but rare when using ultrasound guidance to help with accurate needle placement. Obesity may make performing the block difficult or impossible.
You should not drink any alcohol for at least 24 hours before surgery. You should stop all use of illegal drugs as soon as your surgery is scheduled. Undergoing an anesthetic with alcohol or illegal drugs in your system will place you at increased risk for serious complications. Please discuss this with your anesthesiologist. Stop all non-prescription medicines 4 days prior to surgery and be sure to list them during your pre-operative evaluation.

You may be instructed to take certain medications on the day of surgery. When you arrive for surgery, the nurse may give you some medication to relax you and/or lessen the chance of nausea and vomiting. Children may be given an oral syrup to lessen their anxiety.

**What is invasive monitoring?**

Invasive monitoring is the use of special methods to manage your particular form of anesthesia. Depending upon your health and the nature of your surgery, your anesthesiologist may continuously monitor your blood pressure, heart performance, fluids, or blood gases. This is done by placing catheters in your arms, wrists, and neck or sometimes even through a vein leading to the heart itself. During some surgeries, a probe may be placed in your esophagus to allow the anesthesiologist and other physicians to view your heart function.

The anesthesiologist gains critical information about your condition from these techniques, but the risks are weighed against the benefits when these monitors are placed. Although it is very rare, you should know that invasive monitoring could cause complications including loss of limb, rupture of blood vessels, collapsed lungs, perforated esophagus and loss of life.

**Will my memory be affected by anesthesia?**

Sometimes after surgery, you may experience some loss of memory. This can be produced by the anesthetic drugs or the medication used to relax you and relieve discomfort following surgery. Your memory may return as early as leaving the operating room or several hours later.

On rare occasions, a patient remembers events that occurred during surgery. This “recall” usually involves only hearing. It does not mean that the patient was incompletely anesthetized or felt pain during the operation. If you have any questions concerning memory after your operation, you should contact Associated Anesthesiologists, Inc and talk to an anesthesiologist.

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What are the risks of anesthesia?
The risks of anesthesia are much less today than in years past because of improved anesthetics, better monitoring and better training. However, there are still serious possible risks that you should be aware of, even for minor operations. Complications may include slight bruising where the needle is inserted, sore throat, headache, damage to teeth, paralysis, loss of limb, and loss of life.

Damage to teeth may occur when patients bite hard on the breathing tube during various levels of anesthesia. This may happen even though the greatest caution is used to protect teeth. You should be aware that artificial, diseased, or previously damaged teeth are especially vulnerable. During your pre-operative visit, make sure to identify caps and poor or damaged teeth. This may help prevent tooth loss.

People with untreated sleep apnea may be at increased risk postoperatively. If you have been diagnosed with sleep apnea and/or find yourself very sleepy throughout the day, snore loudly at night, had a spouse see you stop breathing or experience frequent early morning headaches, be sure to make this known during your pre-operative visit.

Rarely, when regional anesthesia is used, nerve function may not return to normal for an extended period of time, sometimes even months. Nerve damage can also occur from events unrelated to anesthesia. Pressure or stretch to nerves sometimes happen due to the position of a limb during or after surgery.

How much does anesthesia cost?
The charge is based on the type of surgical procedure performed, the general health of the patient, and the length of the procedure. A charge will also be added if special monitoring techniques are required. You will receive a separate bill from Associated Anesthesiologists, Inc. for these services. The amount covered by health insurance policies varies.

Attention Medicare Patients
Your Medicare charge represents deeply discounted fees which are set by the federal government. We accept Medicare assignment. If you have special needs, please contact our office at:
Associated Anesthesiologists, Inc.
6839 S. Canton
Tulsa, OK 74136
(918) 494-0612

This brochure provides information to patients regarding anesthesia, but does not cover all precautions or side effects of anesthesia.
The Day Before Your Surgery

Please confirm your scheduled time of surgery with your surgeon's office on the business day before the surgery.

Please make arrangements for a family member or friend (a responsible adult, 18 years or older) to drive you home upon discharge from Oklahoma Surgical Hospital. It is hospital practice not to discharge patients via taxi service. This person will need to be with you at the time of your hospital discharge to receive your home care instructions. If you have not made these discharge arrangements on the day of your surgery, your surgery may be canceled.

**You must not eat, or chew tobacco, after midnight the night before your surgery**, but you may drink up to 28 ounces of original Gatorade or Powerade. Clear liquids may be substituted and include water, and unsweetened black coffee or tea. Clear liquids, Gatorade, Powerade, gum, and mints may be consumed up to four (4) hours prior to surgery or on arrival to the hospital, whichever occurs first. Energy drinks, carbonated beverages (including Sprite) or alcohol are not acceptable. Smoking delays the healing process and is strongly discouraged. You may brush your teeth the morning of surgery.

**Important Things to Remember:**

If your surgery is scheduled for 7:00 a.m., arrive at OSH at 5:30 a.m. Surgeries scheduled after 7:00 a.m. please arrive 2 hours before your scheduled surgery time or as instructed by your surgeon’s office. At times, your surgeon may be running ahead of his scheduled surgery times. In such instances, you may be called to come in earlier than your scheduled arrival time. While OSH and your surgeon will make every effort to start your surgery on time, instances do arise when a patient’s condition requires more surgical time than anticipated. This may cause a delay in your scheduled time.

Complimentary valet parking is provided for you. Please drive to the main hospital entrance at CityPlex Towers under the Oklahoma Surgical Hospital sign, where you will be greeted by our Guest Services Representative.

The morning of surgery, please shower or bathe paying close attention to your surgery site. If you have received antibacterial soap or a special cleaning solution, please use it following the instructions provided. Do not use lotion, make-up or moisturizing soap.

Wear comfortable, loose-fitting clothing that is easy for you to change out of and into, particularly if you are having outpatient surgery. Please keep in mind you will need to wear this outfit home after you have been discharged.

All patients scheduled to stay overnight should bring all medications in original bottles you are currently taking (including over-the-counter medications and any other natural or organic drugs you may be taking, including dosages), a list of any allergies, and any paperwork requested by the hospital.

If you wear glasses, hearing aids, or contact lenses, please bring the case and any necessary solutions with you. If you require glasses for reading, bring them with you in order to sign forms.

**Please remove all jewelry before surgery.** Wearing metal in the operating room places you at risk for burns. Applying tape over your jewelry places the metal closer to the skin and increases your risk for burns. If you are unable to remove jewelry, please have it cut off or removed by the appropriate personnel prior to your arrival. Your hands can swell in the operating room and tight jewelry could put you at risk for decreased blood flow to your fingers, which could lead to the loss of your finger. Do not wear jewelry in or around your mouth. Jewelry, even plastic spacers, can be dislodged during breathing tube insertion and can fall into your lungs.

If you have a Living Will and/or DNR Order, please bring a copy with you on the day of surgery. We want to honor your wishes, but will not be able to do so unless we have a current signed copy. Our staff will be glad to assist you in filling out a Living Will if you do not already have one.

If you use a C-Pap or Bi-Pap machine, please bring your machine with you on the day of surgery, even if you plan to go home the same day.

If you have been given any medical equipment (slings, braces, crutches, etc.) please bring it with you on the day of surgery into the Pre-Op area.

The hospital recommends you leave your valuables, such as cash and jewelry, at home. If you must bring valuables with you to the hospital, we suggest you send them home with a relative or friend. The hospital will not be liable for loss or damage of valuables unless deposited with the hospital for safekeeping.
On the day of your procedure, please use our free valet parking located at the main hospital entrance located under the Oklahoma Surgical Hospital sign. Proceed to the Guest Services Desk in the 1st floor hospital lobby so that a Representative can take you to the appropriate area of the hospital to check-in for your procedure.

After finishing any remaining paperwork in Admissions, our Guest Services Representative will escort you and your guests to our Family Waiting Area located on the 3rd floor of the hospital. Your guests will receive a brochure that provides them with important information about the hospital during their visit. They will also be assigned a patient case number. This number will allow them to track your progress during your procedure by the OSH Integrated Patient Tracking System. This computerized system updates your surgical progress via monitors located throughout the Family Waiting Area.

Pre-Op

Once you have checked in at the main desk in the Family Waiting Area you will be escorted to the Pre-Op area. You will be taken to your Pre-Op room to change and be prepped for surgery. Private lockers are available for your convenience.

You will:

• Females: all females, ages 10-55 will be required by anesthesia to give a urine specimen for a pregnancy test on the day of surgery. No tampons are permitted in the OR. Please wear a sanitary napkin.

• Sign consent forms. You should read through the consent carefully before signing it and ask your physician if you need additional information.

• Confirm your information. Different staff may ask you to confirm information such as your name, birthday and the surgery you are having.

• Put on an ID bracelet. Be sure to confirm that all the information on the ID bracelet is correct. Please inform a staff member if anything is incorrect.

• Have your vital signs checked. These include blood pressure, temperature and pulse.

• Remove personal items. This includes contact lenses, dentures and jewelry, including body jewelry.

You may be asked to:

• Empty your bladder and bowels. Depending on your surgery, you may also have an enema. (Some patients have the enema at home.)

• Have the surgical site marked. Your nurse may mark the site with a pen or marker, depending on your scheduled procedure.

• Receive an intravenous (IV) line. This will help you get needed fluids and medications during surgery.

• Take medications. For example, medications to help prevent nausea, prevent infections, or to lessen pain.

Your Surgical Team

A surgical team has several members. They may include:

• Surgeon – Performs the operation. (Another physician may assist.)

• Scrub technician – Prepares the surgical instruments and helps with the operation.

• Circulating scrub nurse – Ensures that everyone follows sterile procedures and that all needed equipment and supplies are available.

• Anesthesia specialist – Gives you anesthesia and carefully monitors your condition.

• Other technicians – Help out as needed.

They will wear gowns, masks, gloves, hair covers and shoe covers. Some may also wear special glasses or face shields.
Prior To Surgery

Before starting the surgery, the surgical team will do a final check. This is also called a “time-out”. They will reconfirm information such as your name and date of birth, the type of surgery, and the surgical site. If you are awake at this point, the team may involve you in the time-out.

You will be positioned on a padded table. Safety straps will hold you in place. The room may feel cool.

Monitors will be placed on your body to closely monitor your vital signs throughout surgery.

Inpatient Surgeries Only
(Patients requiring an overnight stay)

In order to prevent interruption in your home medication routine during your stay, bring your prescription medications (excluding any pain, anxiety, sleeping or muscle relaxant medications) in their original bottles into the Pre-Op area on the day of surgery. Medications which can not be identified may not be used during your stay. The container must clearly identify dosage requirements for the medication. Your attending physician may substitute the appropriate formulary item for any daily maintenance medication not in the original container with dosage information.

Your personal belongings should be kept to a minimum, but feel free to bring toiletries, pajamas and other personal effects. Your family or friends may bring anything else you may require after you arrive to your room. Please leave valuables at home.
After Your Surgery

Following your procedure at Oklahoma Surgical Hospital, you will spend some time in the recovery area until the effects of your anesthesia subside.

You may notice:

• A dressing to protect your incision. You may also have a tube to drain fluid from your incisions. A nurse will check these often.

• An oxygen mask or tube. You may have a mask over your mouth or a tube placed just inside your nose to give you oxygen.

• An IV line. This line may deliver pain medications or fluids to replace those lost during surgery.

• A catheter. This will drain your urine until you are able to go to the bathroom on your own.

• Monitors and other devices. Nursing personnel use these to check your vital signs and monitor your recovery.

• Parents of small children having surgery may be asked to come to Recovery.

After your initial recovery, if you had outpatient surgery, you will be taken to our Outpatient Discharge area and your family or guests will be allowed to join you there. If you are having inpatient surgery, you will be taken to a room on our inpatient nursing unit. Your family will be escorted to your patient room.

You may experience some pain after your surgery. However, nurses and staff are on hand and will work hard to control your pain. Staff will need your help to determine your level of pain and will frequently ask you to rate your pain on a scale from 0 to 10, with 10 being high or severe. Your physician will order medication to help control your pain and your nurse will communicate with you regularly and ask whether you need medication. **It is important to remember not to wait for your pain to become uncomfortable before requesting medication.** It takes time for the medication to work and if you wait too long it will become more difficult to get the pain under control.

Your nurse will discuss with you the medications you have received during your hospital stay. You will be given a medication sheet which describes the most common side effects of the medications that you have received. Please ask your nurse if you have any questions regarding your medications.

Possible side effects from surgery and anesthesia:

• Drowsiness, if you had general anesthesia.

• Hearing/speech issues. Your hearing may return before you can speak or open your eyes. Noises may seem louder.

• Nausea, vomiting, gas or headache. A nurse may help you change positions or give you medications to help ease these side effects.

• Sore throat, dry mouth and thirst. If a breathing tube was used, your throat may feel dry and sore. You may also feel thirsty from not having had anything to drink for hours. A nurse may offer you ice chips or wet your lips with a cloth dipped in water.

• Shivering or coldness. As you come out of the anesthesia, you may feel cold. A nurse can give you
blankets to keep warm and will check your temperature often.

• Soreness or discomfort. After lying still in one position for a long time, you may feel stiff or uncomfortable. The area that was operated on may feel sore. A nurse can provide medications and help you turn so that you are more comfortable.

Let a nurse know right away if you have any side effects or discomfort.

**Information for Inpatients**

To help control your pain, your physician may order a patient controlled pain pump. Your nurse will instruct you on how to operate it. Please note that at times you may hear this pain pump make a beeping noise. This is not unusual, please notify the nurse to check the pump when this occurs.

It may seem contradictory, but early and frequent walking after surgery will prevent complications such as blood clots and pneumonia and will increase blood flow that helps speed healing. Our nursing staff will assist you in walking the day of your surgery. As you get stronger and our staff feel you are able, you will be encouraged to walk on your own. If you are able to do this, it is not necessary to notify the nurse. But if you are not comfortable walking alone, let our staff know and they will be happy to assist you.

For your safety, it is hospital practice that patients stay on the nursing unit they are assigned and not leave the floor – particularly patients with IV fluids. If a patient with no IV fluids chooses to leave the floor, it must be 2 hours after their narcotic medication is given. It is important to notify your nurse if you are interested in leaving the nursing unit.

Other ways to help prevent complications, if your surgical site allows:

• Ankle flex exercises. Lie on your back with your legs slightly apart. Keep your feet straight, toes pointed up. Slowly point your feet down, then back up.

• Ankle rotations. Lie on your back with your legs slightly apart. Keep your feet straight, toes pointed up. Rotate each ankle inward and then outward. Imagine drawing a circle with your big toe. Return to starting position.

• Position changes. At first, a nurse may help you move and turn in bed. They will teach you how to turn, change positions, sit with your legs dangling over the side of the bed and how to get out of bed on your own.

Always follow your healthcare provider’s instructions exactly for doing these or any other activities after surgery.

Deep breathing, coughing and using your Incentive Spirometer several times a day will also help prevent pneumonia. An Incentive Spirometer is a device to help you fully expand your lungs after surgery. You will receive one when you are admitted into your room and will be instructed on the correct technique in using it.

Wash your hands frequently or use a waterless hand gel to prevent infection. Oklahoma Surgical Hospital is a smoke-free facility. We strongly encourage you to stop smoking during your recovery period because nicotine prevents bone healing and could inhibit your healing process. Talk to your doctor about nicotine patches that may be available to assist you with this process.

All rooms at OSH are private rooms and have been designed to provide you with a comfortable setting in which to recover. Each patient room has a flat screen television complete with cable service and wireless internet access. Other amenities in your room include a robe and personal toiletries. We encourage you to wear your robe while walking on the nursing unit. Please take this robe home with you as a complimentary gift from us.

You will order your meals from our restaurant style menu, known as “At Your Request.” Your meals will be cooked to order for you from 7 a.m. to 6:30 p.m. Place your order by dialing DINE or 3463 from your room telephone. A room service associate will take your order, and your food will be delivered to your room. Please note, your specific dietary restrictions could limit your choices. Remember, “At Your Request” room service dining has replaced the traditional food service process and you will need to place an order to receive your meal.

During your stay, one adult guest may stay overnight with you. Rollout or murphy beds are available. Food vouchers are available for guests and may be purchased with cash at the nursing station or via credit card on the phone to Room Service.
Discharge and Home Care

When it is time for you to leave the hospital, your physician and/or nurse will review your discharge instructions with you and give you a written copy before you leave the hospital. We recommend that you have a friend or family member available to listen to the discharge instructions as well.

You will need to make arrangements for a friend or family member to pick you up from the hospital. It is the practice of Oklahoma Surgical Hospital to only release patients to friends or family members providing transportation from the hospital. We will not release a patient being discharged from the hospital via a taxi service.

Important Things to Remember at Discharge:
• Your Belongings. Do not forget to retrieve any cash or valuables you may have left in the safe as well as any personal medications you may have brought to the hospital.
• Your Prescriptions. Your doctor may have given you prescriptions for you to get filled at your own pharmacy.
• Your Discharge Instructions. This is the paperwork that contains the specific information regarding your care once you leave the hospital. Please read it carefully and ask your nurse if you have any questions. You will also receive a patient medication sheet describing the most common side effects to the medications you were given.

If your physician prescribed Physical Therapy at OSH following your discharge, please call (918) 477-5041 to schedule your appointment.

After Discharge
Once you are home from the hospital, follow the instructions given to you at discharge.

If not instructed otherwise, drink plenty of fluids such as water and fruit juices. This can help replace fluids lost during surgery. Don’t drink alcohol, especially if you are taking pain medications.

According to your discharge instructions, eat foods that can help your body heal and prevent certain problems. These foods may include:
• Protein – meat (choose lean cuts), seafood, eggs, beans, and nuts.
• Vitamin A – dark green, leafy vegetables, orange or yellow vegetables and fortified dairy products.
• Vitamin C – citrus fruits, strawberries, tomatoes and spinach
• Fiber – whole grains, fruits and vegetables (Fiber can help prevent constipation.)

You may also be advised to avoid fatty or very spicy foods (they can add to nausea, gas or other stomach troubles). Or you may be advised to eat several small meals throughout the day rather than a couple of large ones. You are less likely to feel full or bloated.

**Changing the dressing on your incision.**

Leave the hospital-applied dressing on as instructed by the nurse or surgeon. If the dressing becomes wet, saturated with drainage, or is falling off prior to pre-instructed, scheduled dressing change, contact the surgeon's office. If directed, a friend or family member may need to assist you with applying a clean dressing to your incision site. Most dressing supplies can be found at a local pharmacy or medical supply store.

**To change the dressing, please follow these steps:**

1. Wash hands by scrubbing all surfaces with warm soapy water for 20 seconds.
2. Rinse hands well and dry with a clean towel.
3. Remove old dressing – carefully checking the incision site for signs of infection. If redness, swelling or hardness, warmth, odor, or pus is observed, contact the surgeon’s office. Avoid touching the wound with bare hands.
4. Wash hands again prior to applying a clean dressing as instructed by the nurse or surgeon’s office.
5. Thoroughly clean hands and all surfaces again when dressing change is completed.

If a family member or friend is not available to help with changing the dressing, please tell your OSH nurse who can refer you to social services in your area. (This may include ride services, hot meal programs and volunteer visitor programs. Additional information may be obtained from your area agency on aging or local civic/religious organizations.)

Do not soak in water, such as a bathtub, hot tub, pool or sauna because this can cause infection and prevent healing. Showers are fine with the water resistant dressing.

**If you have questions once you get home, please call your physician.** You may also contact the Inpatient Nursing Station at (918) 477-5095 or (918) 477-5085 to speak to a nurse.

Our case managers work closely with you and your family to ensure all your needs are met when you return home. If you have questions about services and support available to you after you leave the hospital, please contact our Case Management Department at (918) 477-5037.
Guide to Fall Prevention

Oklahoma Surgical Hospital puts your safety first. The National Patient Safety Goals set the guidelines for reducing patient falls nationwide. We proudly participate in this initiative.

There are many reasons why people can fall, such as age, history of falls, type of surgery, medications, mental status, lower extremity weakness and mobility issues.

Our goal is to create a safe environment for every patient by providing personalized care that improves outcomes and prevents patient falls or injuries.

OSH Fall Prevention Program

To ensure your safety, the hospital participates in the following practices:
- Assess all patients upon admission for fall risk factors
- Provide personalized care and assistance
- Provide hourly rounding on inpatient units
- Conduct environmental assessment of patient rooms
- Evaluate interventions
- Educate staff, patients and families on prevention measures

What can you do to help?
- Use your call light
- Always ask for assistance before getting up until your nurse advises you can get up on your own
- Keep personal items in easy reach (i.e. phone)
- Wear the non-skid footwear provided

- Wear your eyeglasses or hearing aid
- Use a night light while in the hospital

Fall Prevention at Home

Falls can result in injuries, such as broken bones and cuts, and the need for hospital care. If you have had even a minor fall, you should tell your doctor.

There are several factors that may add to your risk of falling:
- Poor vision or hearing
- History of falls
- Use of mobility aids
- Being over 65 years of age
- Effects of medication

How can you reduce your risk of falling at home?
- Use soft white light bulbs and a night light
- Clear hallways, stairs and other pathways
- Use handrails and wear non-skid footwear
- Remove throw rugs
- Wipe up spills
- Use a raised toilet seat and safety frame
- Consider a hand-held shower head, shower chair and handrails
- Store items used often at waist level
- Keep telephone within easy reach
- Contact your primary care physician if you feel dizzy, or weak


**Billing and Insurance**

**Insurance and Financial Information**

It is important that you understand what your insurance is going to cover and determine if there is any action you need to take prior to surgery, such as receiving pre-admission approval. Our business office will work with you in getting this information from your insurance company. You are welcome to call the Oklahoma Surgical Hospital Business Office at (918) 477-5012.

If you are scheduled to have services at Oklahoma Surgical Hospital, you will be asked for information pertaining to your coverage by an insurance company, managed care plan, Medicare, or other organization that will participate in the payment or partial payment of your health care expenses.

Our business office representatives will help you understand what you can expect from your health plan.

Communication is the key. Please let us know if you have questions about financial arrangements, or concerns about the portion of your hospital bill that you will be expected to pay. We are eager to provide service in every way possible.

**Anesthesia.** You will receive a separate bill for anesthesia. If you would like an estimate of your bill, or have questions about payment, call 918-494-0612 or go to www.aaitulsa.net.

**Insurance Claims**

As a service to you, the hospital will file all claims for surgical procedures and hospital charges as well as other allowable services with your insurance company.

Some insurance companies may require you to pay for certain services and then file a claim for reimbursement. If this is the case, we will prepare a detailed statement of all services provided at the conclusion of each visit. We will also assist you in any way we can in your communications with your insurance company.

**Managed Care**

Oklahoma Surgical Hospital participates in various managed care plans including many PPO and HMO programs. The hospital will file claims for hospital services for those patients who belong to programs in which members of our medical staff participate. As a condition of participation, we require a down payment toward your deductible, co-insurance and co-pay due on the day of service.

**Medicare**

Oklahoma Surgical Hospital is Medicare Certified and will accept Medicare’s allowable payment for services. We will file your Medicare claims and bill you for co-insurance and any deductibles. We are also glad to file supplemental or MediGap insurance coverage claims for you.

**Online Bill Pay**

Oklahoma Surgical Hospital now offers Online Bill Pay for your convenience. Sign up for automatic payment or make a one-time payment. Go to www.oklahomasurgicalhospital.com and click on the Online Bill Pay section in the lower right of the home page.
Guest Amenities

We welcome your family and friends as guests in the hospital at any time. Children are also welcome to visit your room. How you feel should determine the number of visitors you have and the length of their stay.

Complimentary Valet Parking is available for your guests Monday through Friday from 5:00 a.m. to 8 p.m. at the main hospital entrance. You may contact our Valet Services at ext. 5021. If your guests choose to self-park, there is plenty of free visitor parking located in front of CityPlex Towers.

When your guests arrive, they are encouraged to stop at the Oklahoma Surgical Hospital Guest Services desk located on the first floor of our main lobby. A Guest Services Representative will be available to provide them with information, as well as directions to the Family Waiting Area or your room.

Our Family Waiting Area is located on the third floor and is where your guests will wait for you while you are in surgery. Your guests will receive a brochure that provides them with important information about the hospital during their visit. They will also be assigned a patient case number. This number will allow them to track your progress during your procedure by the OSH Integrated Patient Tracking System. This computerized system updates your surgical progress via monitors located throughout the Family Waiting Area.

Television areas are placed throughout the Family Waiting Area and wireless internet access is also available. Complimentary refreshments are available for your guests in the kitchen area. A special play area is set up for children. A Guest Services Representative is always stationed in the Family Waiting Area to answer any question you or your guests may have.

Subway sandwiches and Mama de Lucas pizza restaurant are dining options in CityPlex Towers located on the first floor – available 7 a.m. to 6 p.m., Monday through Friday. A convenience store is also located on the first floor – open 7 a.m. to 4:30 p.m., Monday through Friday.

If you are an inpatient, your family and friends can reach you by dialing (918) 933-6 plus your room number. If they...
do not know your room number, dial (918) 477-5000 and then 0 for information. If they are calling from inside the hospital, dial 6 + the patient’s room number or dial 0 if you do not know the patient’s room number.

Inpatient rooms are equipped with overnight accommodations for one adult guest. Parents are always welcome to stay with their children.

Guests are welcome to use OSH’s free valet parking throughout your stay Monday through Friday.

Our restaurant style room service menu is also available for family members staying overnight for a reasonable cost. Meals can be purchased from room service with a credit card over the phone or with cash at the Nursing Station from 7 a.m. to 6:30 p.m..

A Family Lounge is located in each nursing unit to provide your guests more space to relax. Each Lounge is equipped with a television and coffee. Vending machines are also located nearby.

Your patient room is equipped with wireless internet access as a convenience for you and your visitors.

Nearby hotel accommodations are available at a variety of price ranges. Please contact a Guest Services Representative for more information.

Reminder: Oklahoma Surgical Hospital is a smoke-free facility.

Guest Services

Guest Services Representatives are provided to assist you and your family. These individuals will help you find answers to any questions you may have or listen to suggestions that will help improve our service to you. We invite you to contact Guest Services at (918) 271-2332 or the OSH Patient Care Line at (918) 477-5005, if you or your family need:

• Daily Newspapers
• Information on sending or receiving mail
• Assistance with giving or receiving messages
• Information on hotels in the area
• Special recommendations on area restaurants
• Fax services or other communication requests
• Information regarding hospital policies and facilities
• Information about services within the CityPlex Towers
• Help with any non-medical request while you are in the hospital

Our Guest Services Representatives may be reached Monday through Friday between the hours of 5:30 a.m. to 8 p.m. After hours assistance is available through your nurse.
FAQ - Frequently Asked Questions

As our patient, we want to make certain your visit with us is as comfortable and convenient as possible - for both you and your guests. We have provided the following FAQ to answer many of the questions that you may have. However, please do not hesitate to contact Guest Services at (918) 271-2332 or the OSH Patient Care Line at (918) 477-5005, if you should have any additional questions. You can also email questions in the Contact Us section of the OSH web site.

What type of paperwork do I need to prepare before my surgery?
The first step is to prepare the pre-admission paperwork. Forms are available under the Patient Forms section of the OSH web site (www.oklahomasurgicalhospital.com). If you have any questions you may call our Business Office at (918) 477-5012.

For your convenience, you may want to have the following information available as you begin filling out the necessary forms and information requested.

• Photo ID
• Insurance Card
• Medical Information that will help you detail your own medical history
• A list of all medications you are currently taking, including over-the-counter medications and any other natural or organic drugs you may be taking. Be sure to include the dosages you take
• List of allergies

What should I bring with me when I come to the hospital?
If you are going to be spending the night, you may want to bring some personal toiletries with you as well as your home medications.

Please remember to wear loose, comfortable clothing. This is particularly important if you are having outpatient surgery because you will need to wear this outfit home after you have been discharged.

Wear your glasses instead of contact lenses. It is easier to remove your glasses prior to surgery. If you are going to be spending the night you will want to bring your contact
lens case and solution to use once you are settled into your room after surgery.

If you wear a hearing aid or dentures, you should wear them to the hospital.

Please leave all jewelry and other valuables, such as cash and credit cards, at home or with a family member in the Family Waiting Area.

If you have not been through Admissions, you will still need to bring your driver's license, insurance card and a method of payment.

Are there any special instructions for the night before my surgery?
Please do not eat anything after midnight the night before your surgery unless instructed otherwise by your physician or anesthesia provider. You may drink up to 28 ounces of clear liquids, original Gatorade or Powerade. If you are currently taking medication for diabetes, high blood pressure, asthma or other conditions requiring daily medications, you should discuss this with your physician and anesthesiologist and follow their recommendations carefully.

Where do I park when I arrive at the hospital?
Oklahoma Surgical Hospital is located at 81st and South Lewis in the CityPlex Towers. We provide complimentary valet parking to our patients and their guests. The best way to access this service is to enter the campus from Lewis Ave. Drive to the covered entrance of the tower located on the west side of the parking lot under the Oklahoma Surgical Hospital sign. A Guest Services Representative will greet you and escort you to your destination. If you prefer to park yourself, plenty of free parking is available on the west side of the complex.

Where do I go once I get inside the hospital?
Our main lobby is located on the 1st floor of the west tower in the CityPlex complex. A Guest Services Representative will greet you at the main desk in this area and will see that you are escorted to your destination.

Where does my family wait while I am in surgery?
Our Family Waiting Area is located on the third floor and can be accessed by private elevator from the CityPlex Towers main lobby. There are televisions throughout this area, along with patient tracking computer screens. These screens provide up to the minute information that allows your guests to monitor your progress throughout your surgery. Wireless internet is available in this area as well as a special area for children, complete with toys. Complimentary refreshments are provided in the kitchen area. A Guest Services Representative is always stationed in Family Waiting to answer any questions you or your guests may have.

How long does outpatient surgery usually take?
The amount of time you spend in surgery will depend on the type of procedure you are having done. You may want to discuss this with your physician prior to surgery.

Do I need to have someone stay with me if I am having outpatient surgery?
You will need to have an adult (age 18 or older) available to drive you home and receive discharge instructions when you are released from the hospital. We also advise that someone stay with you throughout the night in case you experience complications.

What type of anesthesia will I have?
Prior to your surgery, your physician and anesthesiologist will discuss the type of anesthesia you will have. There are a number of types of anesthesia including:

- Local anesthesia is an injection that numbs only the area of the body that will be affected during the surgery. At the same time, you may receive a sedative through your IV to help you rest during the procedure.

- Regional anesthesia is medication that is injected near a nerve to numb an entire region of the body where the surgery will be performed.

- Monitored Anesthesia Care (MAC) combines intravenous sedation with local anesthesia or nerve blocks.

- General anesthesia is the type of anesthesia you receive when you are put to sleep during the surgery.

Will I have effects from general anesthesia?
Someone will need to drive you home following surgery. You should not operate a car or other heavy machinery until your physician has given permission.

You may experience some an upset stomach from the anesthesia, so you may want to have some clear liquids (soup or Jell-O) before trying to eat solid food.

Avoid strenuous activities. Activities should be limited to those approved by your doctor. Because the residual effects of your anesthesia and some medication you may be taking for pain can affect your memory and judgement, you should avoid making important decisions until you no longer require prescribed pain medication.

(Continued on next page)
**FAQ (continued)**

**How long will I have to wait after outpatient surgery until I am discharged?**
You will remain in the Post-Op area until you and your healthcare team feel you are ready to return home. The time you spend in Post-Op will vary from patient to patient. A member of our staff will assist you to your vehicle when you are ready to leave.

**What do I do if I need a wheelchair, crutches, walker, etc.?**
Our case managers work closely with you and your family to ensure all your needs are met when you return home. If you have questions about services and support available to you after you leave the hospital, please contact our Case Management Department at (918) 477-5037.

**Will my insurance cover my entire bill?**
It is important that you talk to one of our business office representatives prior to your surgery. They can answer all of your questions about insurance and help you determine how much of your estimated bill will be paid by your insurance and what portion of the bill will be your responsibility. Contact our Business Office at (918) 477-5012.

**Do you bill Medicare for my care?**
We are Medicare Certified and will accept Medicare’s allowable payment for services. We file your Medicare claims and bill you for the co-insurance and any deductibles. We will also be glad to file Supplemental or MediGap insurance coverage claims for you.

**Can I bring my laptop computer with me?**
Yes. Wireless internet connection is provided in patient rooms and in the Family Waiting Area. Please ask a Guest Services Representative or your nurse to assist you.

**Will I have to share my hospital room with another patient?**
No. All rooms at OSH are private rooms.

**When will I get my meals?**
We provide an in-room restaurant-style menu that allows you to select the food you would like to eat. Your food will be cooked to order and delivered to your room. Place your order by dialing DINE (3463) from your hospital room. A room service attendant will take your order, and within 45 minutes your food will be delivered to your room. Meal service begins at 7 a.m. to 6:30 p.m., so your last order for the day should be placed before 6:30 p.m.

**How do my friends and family members contact me while I am staying overnight at the hospital?**
Your room may be reached by dialing (918) 933-6 plus your room number.

**How will my guests find my hospital room?**
Our inpatient rooms are located on the 7th, 8th, and 9th floors. Designated elevators are located off our main lobby in the 30-story tower behind our Guest Services Desk. A Guest Services Representative staffs this desk during normal business hours and can arrange to have your guests escorted to your room.

**Are guests allowed to stay overnight in the hospital?**
Our rooms are equipped to accommodate one guest. Parents are always welcome to stay with their children. Meals can also be provided for guests from our in-room menu for a fee. If you need accommodations for more than one guest, we can provide you with a list of hotels in the area.

**What are normal visiting hours?**
OSH welcomes your family and friends as guests at any time. Children are also welcome to visit you in your room. How you feel should determine the number of visitors you have and the length of their stay. If you are not up to having visitors, please inform your nurse.

**Who do I contact regarding questions about my bill?**
You may contact our Business Office at (918) 477-5012 or email your questions to customerservice@oksurg.com.

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**Providing Feedback to OSH**
At Oklahoma Surgical Hospital our mission is to ensure that your overall patient experience exceeds your expectations. In order to measure how well we are accomplishing our mission, we need to hear from you. Please contact the hospital through the following:

- [www.oklahomasurgicalhospital.com](http://www.oklahomasurgicalhospital.com) under the “Contact Us” section
- Guest Services at (918) 271-2332
- Patient Care Line at (918) 477-5005
- Administration at (918) 477-5049
Patient Rights

Oklahoma Surgical Hospital wants to encourage you to speak openly with your caregivers, take part in your treatment choices and promote your own safety by being informed and involved in your care. Oklahoma Surgical Hospital invites you and your family to join as active members of your care team.

Plan of Care
You or your representative have the right to participate in the decisions about your care, treatment and services provided, which included the right to refuse treatment. You have the right to know your diagnosis, prognosis, the benefits/risks of treatment, and expected outcomes. You have the right to communications that you can understand.

Advance Directive
You have a right to develop an advance directive and appoint someone to make health care decisions for you. OSH will insure staff and practitioners who provide your care, comply with these directives. If you do not have an advance directive, OSH can help you complete one.

Notification of Admission
You have the right to a family member or person of your choice and your physician notified promptly of your admission to the hospital.

Personal Privacy
You can expect full consideration of your personal privacy in care discussions, exams and treatments. You may ask for an escort during any type of exam.

Care in a Safe Setting
You have the right to receive care in a safe setting regardless of age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.

Free of Abuse or Harassment
You have a right to be free from physical or mental abuse, neglect, harassment and corporal punishment whether from staff, other patients or visitors.

Confidentiality
You have a right to the confidentiality of your medical information. All communications and records about your care are confidential unless disclosure is permitted by law.

Access of Information
You have a right to access information in your medical record within a reasonable time frame. You may request a paper or electronic copy of the record. OSH will not frustrate your efforts to gain access to your medical information. OSH will actively seek to meet your requests as quickly as the record keeping system permits. If you paid for a visit in full, you can restrict disclosure of this information to your insurance company.

Restrains
You have a right to be free from restraints of any form that are not medically necessary. Restrains will not be used as a means of coercion, discipline, or retaliation by staff.

Experimental or Research Project
You have the right to be fully informed of and to consent or refuse to participate in any experimental or research project without compromising your access to services.

Professional Status
You have the right to know the professional status and names of all health care team members directing or providing you care.

Change In Staff
You have the right to know the reasons for any proposed change in the Professional Staff responsible for your care.

Discharge/Transfer
You have the right to be involved in your discharge plan. You can expect to be informed to be held in a timely manner of your discharge, transfer to another facility, or transfer to another level of care. You have the right to know the reasons for your transfer either within or outside of the hospital. Before your discharge, you can expect to receive information about follow-up care that you will need.

Hospital Relationships
You have a right to know about any relationships the hospital has with other people, organizations or educational institutions participating in the provision of your care.

Cost of Care
You have a right of access to the cost, itemized when possible, of services rendered within a reasonable period of time.

Reimbursement
You have a right to be informed of the source of the hospital's reimbursement for your services, and of any limitations which may be placed upon your care.

Visitation
You have the right to have any family members or people of your choice visit with you during your hospital stay, unless the visitor's presence compromises your or others' rights, safety, or health. You have the right to deny visitation at any time.

Donation of Organs and Tissues
Your family has the right of informed consent for donation of organs and tissues.

Values and Belief
You have the right to considerate and respectful care at all times. This includes psychological, spiritual and cultural values that influence your response to care. OSH will allow you to express your spiritual beliefs and cultural practices as long as they don't harm others or interfere with your treatment. If you need to discuss an ethical issue regarding your care, please ask to speak with a social worker.

Grievances
You have the right to voice your concerns about the care you receive. You can submit written or verbal grievances to any employee. You can contact the Oklahoma State Department of Health or KEPRO Quality Improvement Organization to submit a grievance. Exercising this right will not compromise your care.

Access to Protective Services
You have the right to access protective and advocacy services in cases of abuse or neglect. OSH will provide you a list of these resources.

Important Message from Medicare
As an inpatient, you will have the right to receive an "Important Message from Medicare" within 2 days of admission and again no more than 2 calendar days before your discharge.

Patient Responsibilities

Oklahoma Surgical Hospital believes that everyone shares in the responsibility to ensure that both patient safety and patient health care needs are met. Therefore patients, families, and personal representatives should actively participate in meeting this common goal. The patient and the person responsible for decision-making has the responsibility to:

Compliance with Instructions
You are expected to inform your caregivers if you cannot follow your treatment plan.

Pain Management
You are expected to participate in your pain management plan. Keep your caregivers informed of the effectiveness of your treatment.

Refusal of Treatment
Accept the consequences that may occur if you refuse treatment or do not follow your instructions. You are responsible for your outcomes if you do not follow the care and treatment plan.

Hospital Charges
You are expected to provide complete and accurate health insurance information and to pay your bill in a timely manner.

Respect and Consideration
You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect, abide by all hospital policies and safety regulations.

The Oklahoma Surgical Hospital is committed to providing quality care to all patients treated. The staff will not be aware of your concern unless you share them. If questions or concerns are not addressed to your satisfaction by the healthcare team, please call the hospital’s Risk Manager at 918-477-5074. If you prefer, you may contact the following agencies:

Oklahoma State Department of Health
Medical Facilities Division
1000 N.E. 10th
Oklahoma City, OK 73117-1299
Phone: (405) 271-6576
KEPRO Quality Improvement Organization
Rock Run Center Suite 100
5700 Lombardo Center Dr.
Seven Hills, OH 44131
Phone: (844) 430-9504

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Seven Hills, OH 44131
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Privacy Policy

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION.

PLEASE READ CAREFULLY.

The Oklahoma Surgical Hospital ("Hospital") creates and maintains a record of the care and services you receive at this facility. Your medical records and information filed therein are made up of both information you give us and information we get from other people who are involved in your care.

This information is according to HIPAA (Health Insurance Portability and Accountability Act of 1996). The Hospital is required by law to protect your privacy and the confidentiality of your Protected Health Information ("PHI"). This Notice of Privacy Practice ("Notice") describes your rights and the Hospital’s legal duties regarding your PHI. By using the Hospital and/or its services, you become a part of our organized health care arrangement.

Definitions

If you use the Hospital or have new terms in relation to this notice, some of the terms you may hear are defined below:

An individual or business independent of the Hospital that works in behalf of the Hospital to provide services related to your hospital stay.

Authorization

A written request by you to specify that the Hospital communicate with you about medical matters in a certain way or at a certain location. Your request must be in writing and identify as closely as possible the form of communication that you want (e.g., electronic, paper, or oral).

Request for Amendment

A request by you to change information you believe is incorrect or incomplete. You have the right to request an amendment if you believe the information is incorrect or missing. You must provide an explanation to support your request.

The Hospital will give you a written statement of the reasons why the request was denied.

Right to Receive a Copy

You have the right to receive a copy of this notice in written form upon request. Your request does not have to be in writing. Your request may be made orally, in writing, or in any other manner specified by the Hospital. The Hospital will provide a written copy of this notice to you at the time of your admission to the Hospital.

Right to Request Restrictions

You have the right to request restrictions on uses and disclosures of your PHI for treatment, payment, or health care operations. If you have a question or request, you must contact the Privacy Officer. If you believe your privacy rights have been violated you may file a written complaint with the facility or the Hospital.

Right to Choose Your Treatment Provider

You have the right to accept or refuse to sign any request for additional releases. You may also request that no request for additional releases be made prior to the request for the request.

Right to Appeal

If you have a question or request, you may contact the Privacy Officer. If you believe your privacy rights have been violated you may file a written complaint with the facility or the Hospital.

Right to Be Notified of a Breach

If you have a question or request, you may contact the Privacy Officer. If you believe your privacy rights have been violated you may file a written complaint with the facility or the Hospital.

Right to Be Notified of a Breach

You may contact the Privacy Officer at 918-962-3000 at any time, but prior release of information will not be affected. If you have a question or request, you may contact the Privacy Officer. If you believe your privacy rights have been violated you may file a written complaint with the facility or the Hospital.

Right to Request an Amendment

You have the right to request an amendment to your PHI. If you want to request an amendment, write a letter to the Privacy Officer. If you believe your privacy rights have been violated you may file a written complaint with the facility or the Hospital.

Right to Receive a Copy

You have the right to receive a copy of your PHI in written or electronic form. You may request that the Hospital provide you with a copy of this notice.

Right to Request Restrictions

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Right to Receive a Copy

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Oklahoma Surgical Hospital is located on the southeast corner of Lewis Avenue and South 81st Street. You may enter from Lewis Avenue or from 81st Street. Complimentary valet parking is available on the northwest side of the building in front of the 30-story hospital tower. Valet parking hours are 5:30 a.m. to 8:00 p.m., Monday through Friday.

We encourage you to take advantage of our **FREE** valet parking, Monday through Friday – accessible at the covered main lobby entrance on the northwest side under the Oklahoma Surgical Hospital sign on the 30-story tower. Guest Services will park your vehicle and direct you to the entrance of the hospital. Please check-in at the Guest Services desk in the main hospital lobby. If you have not left the hospital by the time the valet parking service has ended for the day, one of our Guest Service Representatives will bring your keys to you along with directions to your vehicle.

### Important Telephone Numbers

- **Accounting** - (918) 477-5015
- **Administration** - (918) 477-5049
- **Admissions** - (918) 477-5012
- **Business Office** - (918) 477-5012
- **Case Manager/Social Worker** - (918) 477-5037
- **Cath Lab** - (918) 477-5140
- **Customer Service** - (918) 477-5012
- **Endoscopy Center** - (918) 477-5006
- **Facilities** - (918) 271-1729
- **Facilities (After Hours)** - (918) 271-1729
- **Family Waiting 3rd Floor** - (918) 477-5039
- **Guest Services** - (918) 271-2332
- **Guest Services Desk 1st Floor** - (918) 477-5021
- **Human Resources** - (918) 477-5966
- **Imaging Center** - (918) 477-5065
- **Medical Records** - (918) 477-5038
- **Nurses Station 7th Floor** - (918) 477-5095
- **Nurses Station 8th Floor** - (918) 477-5085
- **Nurses Station 9th Floor** - (918) 477-5850
- **Operator** - (918) 477-5017
- **PACU** - (918) 477-5035
- **Pain Management Center** - (918) 477-5078
- **Patient Care Line** - (918) 477-5005
- **Patient Transport** - (918) 477-5021
- **Pharmacy** - (918) 477-5025
- **Physical Therapy** - (918) 477-5041
- **Post-Op** - (918) 477-5030
- **Pre-Admission Testing** - (918) 477-5073
- **Pre-Op** - (918) 477-5032
- **Security** - (918) 493-8090
- **Surgery Desk** - (918) 477-5033
- **Valet** - (918) 477-5021

### Getting to Oklahoma Surgical Hospital

Oklahoma Surgical Hospital is located on the southeast corner of Lewis Avenue and South 81st Street. You may enter from Lewis Avenue or from 81st Street. Complimentary valet parking is available on the northwest side of the building in front of the 30-story hospital tower. Valet parking hours are 5:30 a.m. to 8:00 p.m., Monday through Friday.
Our mission is to commit our premier medical expertise and technological resources to provide you superior personalized health care. We embrace the highest standards in patient care and clinical outcomes, and endeavor to ensure that your overall patient experience will exceed your expectations.