

OAM Surgery Center – Patient Surgery Packet

Location: OAM Surgery Center at MidTowne
555 Midtowne, Suite 200, Grand Rapids

Welcome

This packet provides important information to help you prepare for surgery, understand what to expect on the day of surgery, and recover safely at home. **Please read it carefully before your surgery** and keep it for reference.

If you do not feel prepared for outpatient surgery and the requirement for same day discharge, please reach out to your surgeon ahead of your surgery date.

Preparing for Surgery

Required Pre-Surgery Steps

- Once you are scheduled, you will receive a text with a secure link from **HST Pathways** for your pre-operative health screening.
- Complete this online health survey **as soon as you receive the texted link** to avoid delays or cancellation.
 - This includes information such as your medical history, allergies, current medications, past surgeries and anesthesia concerns.
- A nurse will contact you before surgery unless:
 - Nursing staff determine if a call is not required.
 - In this event, you will receive a text with instructions.
 - If you wish to speak to someone directly, please call the number listed below.
- If we cannot reach you within **48 hours** of surgery, your procedure may be rescheduled.
- Surgery Center phone number: **616-552-5100** (this number may appear as spam).

Eating, Drinking, and Anesthesia

- **Local anesthesia only**
 - You may eat and drink as normal unless told otherwise.
 - You do not need to bring anyone with you unless told differently by your surgeon or have taken an anti-anxiety medication.
- **Sedation or general anesthesia:** It is critical that you follow the anesthesia guidelines below. The purpose is to decrease your risk of vomiting during and after anesthesia, to prevent aspiration and pneumonia. If you do not follow instructions, it may be necessary to delay or cancel your surgery.
 - Do not eat after midnight.
 - You may drink water and black coffee up to **6 hours** before arrival.
 - Do not smoke/vape or use tobacco after midnight.
 - You may brush your teeth.

- If you are having **spine** surgery only, please follow your surgeon's specific instructions.
 - If you were asked to drink a carbohydrate-rich drink, like Ensure Pre-Surgery Clear or Gatorade, please do so at least 2 hours prior to your arrival time.
- You may take medications as instructed with a small sip of water first thing in the morning.

Medication Instructions

- Stop NSAIDs 7 days before surgery (Ibuprofen, Naproxen, Meloxicam, Voltaren, non-prescribed Aspirin).
 - You may take Tylenol
- Stop vitamins and supplements 7 days before surgery.
- Weight loss/diabetes medications (Ozempic, Wegovy, Mounjaro, Trulicity, etc.):
 - Weekly injections: stop 7 days prior
 - Daily medications: do not take the day of surgery
 - Phentermine: stop 7 days prior
- You will need to ask your prescribing provider for pre surgery instructions if you take:
 - Blood thinners or prescribed aspirin
 - Insulin
 - Immunosuppressant medications

Pre-Operative Testing

- Complete all required labs, EKG, or testing promptly.
- For your safety, additional testing and/or clearances may be required after an anesthesiologist evaluates your medical history.
- Surgery may be postponed if results are not available.

Infection Prevention Before Surgery

- Stop smoking as soon as surgery is scheduled.
- Let your surgeon know if you have had MRSA within the past year.
- Notify your surgeon immediately if you develop any signs or symptoms of illness before surgery, including fever, sore throat, cough, congestion or have any open sores or wound/skin issues.
- Do not shave the surgical area for 7 days before surgery.
- Shower the night before and the morning of surgery using clean towels and clothing.
 - You may be asked to use Hibiclens (Chlorhexidine) prior to your surgery; please follow directions as given.
 - Ensure your bed sheets are clean the night before surgery.
 - Do not let pets sleep in bed with you.

Day of Surgery

Arrival

- Arrival time will be provided the afternoon of the business day before surgery. Expect your arrival time to be received as a text message unless otherwise requested.
- Your arrival time will be **1–3 hours prior to the start of your procedure**, depending on what you are having done.

- Park on **Level B** of the parking ramp.
- Be prepared to spend several hours at the Surgery Center
 - We appreciate your patience with any delays that may occur. We ensure each patient gets the care that they need and at times that will take longer than anticipated. We will update you as much as we are able.
- For your responsible adult/driver - there is not a café onsite; vending machines and local restaurant delivery are available.
- You will meet with your surgeon and anesthesiologist prior to surgery.
- Your surgeon will meet with your responsible adult after your surgery; because you won't see your surgeon after your procedure, ensure all questions are answered before your surgery.

What to Bring

- Photo ID and insurance card
 - We participate with most major insurance carriers and will file claims on your behalf.
- Payment (if required you will be contacted prior to your surgery date)
 - All deductibles and copays are expected at the time of service unless other arrangements have been made. We accept VISA, MasterCard, Discover, and American Express
 - Facility charges **do not include fees for your Surgeon, Anesthesia provider, or other ancillary services**. These groups will bill you separately.
- Glasses/hearing aids (bring a case if you wear contacts)
- Slings, boots, or braces ordered by your surgeon.
 - Call your surgeon's office **prior to surgery** if you do not have the equipment you need.
- Crutches, walkers, and scooters must be obtained **before** surgery, but should be left in your car unless used on a regular basis.
 - Please be aware we do not carry crutches or walkers on site.
- Advance Directives - An Advance Directive (such as a Living Will or Durable Power of Attorney for Health Care) provides written instructions for medical treatment if you become unable to communicate.
 - **Bring a Copy:** If you have one, please bring a copy on the day of your procedure to be placed on file.
 - If you would like more information about creating an Advance Directive, our team will be happy to assist you.

What to Wear

- Loose, comfortable clothing
 - Jeans or tight leggings are difficult to put on after surgery.
 - If you are having shoulder or elbow surgery, a button down or oversized shirt is recommended.
- Remove jewelry and leave valuables at home.
 - Upper extremity surgery: rings and permanent jewelry must be removed.
 - Remove ahead of your day of surgery; if unable to, contact a jeweler for assistance
- If you wear an external glucose monitor, please ensure it is NOT on your operative extremity.

What to Expect

- Registration will review your billing and registration information.
- A nurse will bring you back to prepare you for surgery. You will change into a gown, review your health history and medications, confirm your procedure, and meet with your surgeon as well as your anesthesia provider. An IV will be started if you have any sedation or general anesthesia.
- An operating room nurse will remain with you throughout your surgery.
- Most patients wake up unaware that their surgery is all done. You will be cared for and monitored by a nurse in the recovery room as you wake.

Accompanying Adult (For Sedation and General Anesthesia)

- A responsible adult (18+) must be present at time of discharge and drive you home.
 - We request no more than two adult guests (18 or older) be present.
 - Someone over the age of 18 must stay with you for **24 hours after surgery** (72 hours for joint or spine surgery).
 - Let us know before your surgery date if your responsible adult requires special accommodations or if they are unable to physically care for you after surgery.
 - Your responsible adult may be asked to assist you in your vehicle.
 - Consider using a vehicle that will be easy for you to get into after your surgery.
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After Surgery & Recovery

It's common not to remember much of your stay after surgery. Patients sometimes feel their recovery was rushed, but this is often due to limited memory of your time spent in the recovery room.

Once you are medically ready for discharge, our team will encourage you to head home where you will be most comfortable. Discharge instructions will be reviewed and given to you to take home.

Pain and Nausea

- Some pain and swelling are normal. We will do our best to control your pain but will not be able to fully take it away.
 - We want to keep you as comfortable as possible with the least amount of side effects from medications.
- Take medications as directed.

- Do not exceed 3,000 mg of Tylenol per day.
- Drink fluids and eat bland foods if nauseated.
- Narcotics can cause constipation; consider an over-the-counter stool softener, such as Senna S. Increase your water intake as well.

Weight Bearing Instructions

- Please follow your surgeon's instructions for any weight-bearing or lifting restrictions. Not following these instructions can result in delayed or poor healing. If you are unsure if you will be able to bear weight after surgery, please check with your surgeon ahead of time.
- If you have stairs at home (especially to get into your house), make sure you can do so safely with your expected weight-bearing status after surgery. Make a plan for getting into your house after surgery.

Preventing Infection

- Wash hands often and ask your family and guests to do so as well.
- Keep your dressing clean and dry.
 - Follow your surgeon's instructions for when you are able to shower.
 - Call surgeon's office if you have concerns regarding your dressing.
- Keep pets away from incisions.

Blood Clot Prevention

- Walk and move around as directed by your surgeon.
 - Perform ankle and leg exercises if allowed.
 - Call your surgeon if you have leg pain, swelling, redness, or warmth.
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Diabetes and Healing

- Blood sugar control is important for healing.
- An A1C under 7% is recommended.

An OAM provider is available 24 hours per day 7 days per week: (616) 459-7101



Normal symptoms after surgery:

- Pain controlled with medication
- Increased swelling with activity
- Stiffness without activity

You should:

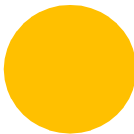
- Continue current dosage and wean from narcotics
- Elevate, rest, and ice your surgical extremity
- Continue moving around as your surgeon allows



Call your surgeon's office **FIRST** if you experience the following:

- Persistent nausea or vomiting
- Pain related to your surgery not controlled with medications
- Concerns with your incision (drainage, redness, heat around the incision)
- Temperature greater than 100.5 degrees
- Uncontrolled swelling
- Calf pain
- A fall or injury to your surgical extremity
- New or unexplained bruising
- A dressing saturated with blood (apply pressure, ice, elevate, and call)
- Surgical extremity becomes white, blue, or cold
- Unable to urinate after surgery

Clinical staff may direct you to go OAM NOW, OAM's Orthopedic Urgent Care for evaluation



Call your primary care provider (PCP) or go to Urgent Care if you experience the following:

- Colds, cough, flu, sore throat
- Symptoms of a urinary tract infection: frequency, pain/burning with urination
- Constipation
- Rash or skin condition
- Headache
- Vertigo (without head injury or signs of stroke)



Go to the Emergency Room if you experience the following:

- Chest pain
- Life or limb-threatening emergencies.
- Shortness of breath
- Signs of a heart attack or stroke
- Extreme confusion
- Loss of consciousness
- Mental health emergency
- Severe pain after surgery **IF** you are unable to get a hold of your surgeon's office
- Loss of bowel or bladder control after spine surgery



PCP visit

- **Average cost: less than \$160**
- **Average wait time: appointments as scheduled**
- See your primary care provider with concerns that can wait for an appointment



Urgent care visit

- **Use OAM Now for urgent orthopedic concerns that can't wait for an office visit**
 - (855) 626-6691
 - Oamnow.com – online appointment scheduling available
 - Walk-ins welcome Monday-Friday 8AM-8PM and Saturday 9AM-5PM
 - 2680 Leonard St. NE, Grand Rapids, MI 49525
 - **Average wait time: less than 60-90 minutes**
 - **Cost: specialty office visit**
- Use primary care urgent care for urgent concerns that can't wait for a visit with your primary care provider (PCP)
 - **Average cost: \$165**
 - **Average wait time: less than 60-90 minutes**



ER visit

- **Average cost: at least \$1,500**
- **Average wait time: 163 minutes, or almost 3 hours**
- Use for life or limb-threatening emergencies

Patient Rights and Responsibilities

Every patient has the right to:

- Be treated with respect, consideration, and dignity, regardless of race, color, nationality, creed, sex, religion, disability or source of payment for care.
- Every consideration of his/her privacy concerning his/her medical care and treatment. Those not directly involved in his/her care must have the permission of the patient to be present.
- Expect that all communication and records pertaining to his/ her care will be treated as confidential. Patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Obtain from his/her physician, complete information concerning his/her diagnosis, evaluation, treatment and prognosis, in terms that you can understand. When it is medically inadvisable to give such information to the patient, the information will be provided to a person designated by the patient or to a legally authorized person.
- Participate in decisions concerning their health care and treatment, except when participation is a medical contraindication due to medical reasons.
- Refuse to participate in experimental research.
- Change their provider if another qualified provider is available.
- Be free from all forms of abuse or harassment.
- Be fully informed about a treatment or procedure and the expected outcome, before it is performed.
- Voice complaints and grievances without discrimination or reprisal and to have those complaints and grievances addressed.
- Refuse care and treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.
- Expect that within its capacity this accredited ambulatory surgery facility must provide

evaluation, service and/ or referral as indicated by the urgency of the case.

- Examine and receive an explanation of his/her bill regardless of the source of payment.
- Formulate an Advance Directive and expect the surgery center to honor the intent of your directives to the extent permitted by law and facility policy.
- Obtain a copy of his/her complete medical record by completing a medical records request form at the Center or calling 616-552-5000 to obtain one.

Every patient is responsible for:

- Providing accurate/complete information related to their health condition, medications, including over the counter products and dietary supplements, allergies, sensitivities, and past illnesses and hospitalizations.
- Making their healthcare provider aware if they do not understand the proposed treatment or expectations of them.
- Following the treatment plan prescribed by his/her provider.
- Informing the provider about any living will, medical power of attorney, or other directive that could affect his/ her care.
- Keeping appointments or, when unable to do so, for notifying the surgery center and physician.
- Promptly fulfilling his/her financial obligations to the surgery center.
- Being respectful and considerate of other patients and the personnel of this surgery center, and following the facilities' rules and regulations.
- Providing feedback, suggestions and comments and/or complaints to help the surgery center improve our services.
- Having a responsible adult accompany them to OAM Surgery Center at MidTowne and assume responsibility for them for 24 hours following the surgery.

Grievances

We sincerely hope we meet your expectations. If you have concerns, please call (616) 552-5000 to speak to the Administrator. If your concerns regarding safety or quality of care are not addressed, you may contact:

- Department of Human Services: PO Box 30037, Lansing, MI 48909 | Phone: 517-373-2035 www.michigan.gov/dhs
- Patients who are Medicare beneficiaries may receive additional help from the Medicare Beneficiary Ombudsman: 800-MEDICARE (800-633-4227) www.medicare.gov

Physician Ownership Disclosure

The following Physicians hold Ownership Interest in the OAM Surgery Center at MidTowne:

John G. Anderson, M.D.
Donald R. Bohay, M.D.
Marshall A. Boose, D.O.
J. Todd Brown, D. O.
Scott D. Burgess, M.D.
Kristopher R. Danielson, D.O.
Viet H. Do, M.D.
Kenneth J. Easton, M.D.
James R. Ellis, M.D.
Terrence J. Endres, M.D.
Jamie E. Furness, M.D.
Leland E. Gossett, M.D.

Paul C. Gossett, M.D.
Erik C. Hedlund, D.O.
Michael R.F. Jabara, M.D.
Kory J. Johnson, D.O.
Kenneth M. Kozlow, M.D.
James J. Lee, M.D.
Thomas A. Malvitz, M.D.
Thomas M. Matelic, M.D.
Stephan R. O'Neil D.O.
Randolph B. Russo, M.D.
Benjamin M. Strong, M.D.
James R. Stubbart, M.D.
Peter C. Theut, M.D.

Important OAM Phone Numbers

Registered Nurse / Medical Assistant – (616) 459-7101

- Any non-urgent medical questions regarding your surgery
- Surgery scheduling
- Medication requests and refills
- Lab results
- Off-work slips
- Handicap parking permit
- Physical therapy questions or prescription

Billing Department – OAM (616) 459-4296 or Surgery Center (616) 552-5000

- Payment options
- Insurance problems or concerns
- Billing questions after surgery
- Copies of your bill

Scheduling Secretary - (616) 459-7101

- Office appointments
 - Schedule, reschedule, cancel, or confirm appointments

Document Services - (616) 459-7101 x1880

- Disability forms and FMLA form completion
- Copies of medical records

Precertification or Authorization

- Cost estimates *prior* to surgery
 - OAM: (616) 459-4296
 - Surgery Center: (616) 552-5029
 - Anesthesia: (616) 364-4200
 - Precertification or authorization confirmation for your surgery (616) 459-4296