



## **FREQUENTLY ASKED QUESTIONS**

### **What are the hours of operation for Boulder Surgery Center?**

Our hours of operation are 6:00 am to 6:00 pm. Nurses remain until the last patient is discharged.

### **Does BSC have a parking lot?**

Parking for patients and visitors is adjacent to building. Parking is known to be congested between hours of 9:00 am – 3:00pm, please allow yourself time to locate a parking place.

### **Do you have a cafeteria at BSC?**

No. Spruce Confections, a bakery, is located within the building. We do provide coffee and tea in our reception area for visitors.

### **What does NPO mean?**

NPO stands for "nothing by mouth". This includes food and beverages of any kind, water, gum and hard candy (these increase natural saliva production), and chewing tobacco.

### **Why can't I have anything to eat or drink before surgery?**

When sedation and/or anesthesia is delivered for surgery, anything present in your stomach places you at risk for regurgitation, vomiting, or inhalation of stomach contents into your lungs. This may cause serious complications, including severe pneumonia.

### **Should I take my prescriptive medications on the morning of surgery?**

You will be advised by a nurse which medications are appropriate to take on day of surgery.

### **What should I wear the day of my procedure?**

You will be provided a surgical gown during your procedure. Please wear loose, comfortable clothing and sturdy walking shoes. Please keep in mind what procedure is being performed and bring clothes that are appropriate for your return home. For example, for shoulder surgeries, loose button-up shirts are best. For leg surgeries, loose shorts or pants are recommended. Whichever site you are having worked on, wear something that will facilitate a bandage, cast or other type of dressing. If you are having a spinal injection, wear elastic loose fitting pants and avoid wearing jeans or pants with metal around the waist area, such as zippers, grommets or buttons.

**What about valuables?** Please leave all jewelry at home. Bring photo ID, insurance card and form of payment to complete our registration, these articles will be surrendered to your "responsible adult".

**May I bring my smart phone?** Yes. Due to healthcare privacy rules, you will be asked to surrender your smart phone to your "responsible adult" or contained with your personal belongings. We ask that you refrain from taking any photos when you are in patient care area. You may use your phone to contact your "responsible adult" to arrange for transport home.

### **Why do I have to arrive so early before my surgery?**

There are many things which need to be accomplished in preparation for your surgery. Our registered nurses will obtain vital signs, remove hair from your surgical area and wash the surrounding skin and start an IV. A review of your medical history and medications will be conducted by our nursing staff. We will take the time you need to discuss your surgery, answer any questions you may have and review instructions for return home. The anesthesia provider assigned to your care will conduct an interview, recommend an anesthesia plan and obtain your consent. Your surgeon will confirm with you and mark your surgical site.



### **Will my surgery start at the time scheduled?**

Our first case of day begins at 7:30 am with an on time start rate of 75%. The amount of time scheduled for surgery is estimated based on trends for specific surgery types. Some surgeries take more time than planned; when this happens, we will keep your family/friend informed. We strive to maintain an on-time surgery schedule so, when delays become known we will keep you informed of an adjusted start time.

### **Pre-Procedure**

#### **Should I fill prescriptions given to me by my physician before I have my surgery?**

Yes, after surgery you may be tired and groggy and may not be up to a trip to the pharmacy. Filling your prescriptions beforehand will be easier on you and having the pain medications on hand when you need them. Please bring them with you when you have surgery.

#### **Do I need crutches or another medical device?**

Ask your physician about any medical devices which may be needed after surgery. Examples: crutches, ice machine, brace, boot, sling. Best to obtain these before date of surgery and bring the device with you.

#### **What else should I bring?**

Bring a case for your glasses, contacts and dentures. Bring reading glasses if needed. Bring your folder with all the printed materials that you received at the doctor's office. Bring your inhaler, CPAP machine, and insulin if discussed.

#### **Will my family be able to stay with me while I am being prepared for my surgery?**

Yes, you may have a friend or family member with you during the preparation for surgery. We prefer that you limit visitors to one friend or family member as the rooms are small. Make other arrangements for someone else to care for your children the day of the surgery, as children are not allowed in our patient care area.

### **Post-Procedure**

#### **Will I be able to see my family after my surgery?**

There is a period of time immediately following surgery that you will be at rest in the recovery room. One friend or family member may join you in the recovery room when the nurse determines you are ready.

#### **How will I feel after my procedure?**

You may feel groggy, tired, disoriented, chilled, nauseous, and suffer from surgical site pain. Noises may seem louder than usual. Your vision may be blurred and you may have a dry mouth. Your recovery room nurse will treat your symptoms, including giving you medication for pain and nausea as needed.

#### **What can I do to minimize pain after surgery?**

Following surgery, it is normal to experience pain. Nurse will administer medication to control pain in the recovery room. At home, stay on top of your pain by taking the pain medication as prescribed. Remember to always eat before taking oral pain medications to avoid nausea. To minimize pain after an orthopedic procedure, rest, ice, compression and elevation of the effected extremity will help minimize swelling, and reduce pain. Detailed discharge instructions will be provided based on your specific surgery. We recommend your responsible adult be available up to 24 hours while taking narcotic (pain) medication.

#### **When will I be allowed to go home?**

Everyone reacts differently to surgery and anesthesia, so recovery time depends upon the individual. When you are awake, doing well and feel ready to go home, your nurse will review post-operative instructions with your responsible adult, then allow you to go home. This person should be available to assist you at home for up to 24 hours.



**Do I need someone to drive me home and stay with me after my procedure?**

Yes, you will need to have a responsible adult take you home after any procedure requiring sedation or anesthesia. Do not drive a motor vehicle for 24 hours following anesthesia and while taking narcotic (pain) medication.

**When do I remove my dressings?** Wound care instructions will be given to you prior to discharge. Please keep dressing intact and surgical wound dry as outlined in your instructions. Notify your surgeon if your wound becomes red, swollen, separates or begins oozing blood or other drainage.

**Why is it important to complete the patient satisfaction survey?** We are interested in your experience, offering us an opportunity to improve the way in which we provide care and services. Before discharge your nurse will ask you to complete our survey (electronic format) which should take 5 minutes or less.

**When can I resume my usual activities? Go back to work? Drive a car?**

Your surgeon will advise you on your recovery plan. Returning to normal activity too quickly may compromise the surgical repair performed.

**What danger signs should I watch for when I go home?**

Notify your physician immediately if you experience any of the following signs or symptoms: increased or worsening surgical site pain, sudden onset of lower leg pain, fever of 100.6 or above, difficulty breathing or shortness of breath, prolonged nausea and vomiting, inability to urinate. In case of an emergency, call 911 or present yourself to local hospital emergency department.

**Contacting BSC**

**Who do I contact for questions regarding insurance coverage for an upcoming procedure?**

Please contact the Boulder Surgery Center Business Office at 303-938-5363.

**Who do I contact for questions regarding my bill?**

Please contact Specialty Billing Solutions at 720-359-2104. Please identify Boulder Surgery Center as your surgical facility to ensure that you are connected to the correct representative.

**Who do I contact for questions regarding preoperative clinical questions?**

Please call 303-938-5480 to speak with a nurse. If it goes to voice mail, please leave a message as we check it frequently throughout the day.

**Who do I contact for questions regarding lab or pathology results?**

Please contact your physician's office as they receive these results and can pass them on to you.

**Who do I contact for questions regarding medical records?**

Please contact the Business Office at 303-938-3290. A release authorization will be required.

**Who do I contact if I have a grievance?**

Please call 303-938-5470 and ask to speak with a Management Representative to file a formal grievance.