

# Frequently Asked Questions

## General Questions

### Where can I find directions to Boulder Surgery Center?

Follow this link to our [Maps and Directions page](#) where you'll find driving directions and parking information.

### What are the hours of operation for BSC?

Our clinical hours of operation are 6:30 am to 6 pm. Business hours are 9 am and 5 pm.

### Does BSC have a parking lot?

Yes, we provide free parking to our visitors. The parking lot is located directly south of the building. You may also use the parking garage directly east of the building.

### Do you have a cafeteria at BSC?

We do **not** have a cafeteria at our facility. There is a coffee machine in the waiting area for families. There are soda and snack machines on the third floor of the building. There are many restaurants within walking distance.

### What does NPO mean?

NPO stands for "nothing by mouth". This includes water, gum (gum increases natural saliva production), and hard candy, chewing tobacco, food and drink.

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

You will be provided a surgical gown during your procedure. Please wear loose, simple, comfortable clothing and comfortable walking shoes. Leave all jewelry at home. 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 pain injection, wear elastic loose fitting pants and avoid wearing jeans or pants with metal around the waist area, such as zippers, grommets or buttons. Please remember to leave all valuables at home.

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

There are many things we need to do to prepare for your surgery. A registered nurse or nurses will take your vital signs, wash and remove hair from your surgical area, review your medical history and medications, and start your IV. We will take the time you need to discuss your surgery, answer any questions you may have and review instructions for return home. You will also visit with your surgeon and anesthesiologist prior to your surgery.

## Will I have my surgery at the time I am scheduled?

Your scheduled surgery time is an estimated time. Surgeries may take a shorter or longer amount of time than planned; therefore, we cannot give an exact scheduled time. We will make every effort to meet your expected surgery time and will keep you and your family informed of any delays.

## Pre-Procedure

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

There are several reasons for this rule. First, if there are contents remaining in your stomach, you are more likely to get nauseated and possibly vomit after surgery. Second, during sedation or anesthesia, when anything is present in your stomach, including water, excess saliva, food or drink, these contents can be regurgitated and inhaled into the lungs. This may cause complications, including severe pneumonia.

### Why should I fill prescriptions that my physician has given me before I have my surgery?

After your procedure, 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 you will have pain medications on hand when you need them. Please bring them with you when you have surgery.

### Do I need crutches?

If you are having any surgery on your lower extremities, ask your physician if you will need crutches. If possible, please bring the crutches with you.

### What should I wear/bring?

Bring a case for your glasses, contacts and dentures. Bring reading glasses if needed. Bring your folder if you were given one at the doctor's office. Bring crutches, ice machine, brace, boot or sling if needed. Bring your inhaler, CPAP, and insulin if discussed. Bring a photo ID, your insurance card and a form of payment if you have been notified of a co-pay, deductible and/or co-insurance amount due on the day of your procedure. All jewelry and piercings needs to be removed. It is best to leave all valuables at home or with your family.

## 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. If possible, make arrangements for someone to care for your children the day of the surgery, if possible. We do our best to provide a calm, quiet area for our patients while they recover.

## Post-Procedure

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

There is a period of time that you will be in the recovery room. One friend or family member may join you in the post-operative recovery room depending on your nursing needs.

### How will I feel after my procedure?

You may feel groggy and tired. You may feel cold or have some chills. Warm blankets are available. Noises may seem louder than usual. Your vision may be blurred and you may have a dry mouth. You may feel some discomfort. Your recovery room nurse can give you pain and nausea medications that your anesthesiologist and surgeon have ordered for you.

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

If you are having a surgical procedure, it is normal to experience pain afterwards. If you have been given a prescription for pain medications, get them filled as soon as possible, preferably before surgery and bring them with you to the surgery center. Stay on top of your pain by taking the pain medication when you first become aware of pain sensations. Remember to always eat before taking pain medications to avoid nausea. To minimize pain after an orthopedic procedure, ice and elevation of the affected extremity will help minimize swelling, therefore reducing pain. Detailed discharge instructions will be provided based on your specific surgery.

## 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 your post-operative instructions with your responsible party, then allow you to go home. If you receive anesthesia or sedation, you will need to have a responsible adult with you for the first 24 hours to help you with your care. Your safety is our primary concern.

## Why are cuts and abrasions around my surgical site important?

If there is a break in the skin around your surgical site, the chance of infection is increased. If you notice any break in the skin anywhere close to the surgical site, please notify your surgeon immediately.

## 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. This is for your safety. You will

need someone available to assist you at home. Patients cannot drive for 24 hours after having sedation or anesthesia.

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

With regard to driving a car, going back to work or resuming exercises, etc., ask your surgeon, who will explain any limitation(s) you may have.

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

Notify your physician immediately if you experience any excessive bleeding, signs of infection (redness, swelling, heat, increased pain, red streaks, drainage from the wound, fever of 100.6 degrees or higher), difficulty breathing, excessive pain, excessive nausea and vomiting, inability to urinate, if you feel short of breath or if you have any new pain in either calf area. For any other concerns or problems, contact your physician or the Boulder Surgery Center at (303) 938-5475. In case of an emergency, call 911.

## Contacting BSC

### Who do I contact for questions regarding payment or 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 and ask to speak to a pre-surgery testing 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 the Boulder Surgery Center at 303-938-5470 and ask to speak to a Management Representative to file a formal grievance.