



FREQUENTLY ASKED QUESTIONS

What are the hours of operation for Boulder Surgery Center?

Our clinical hours of operation are 6:30 am to 6 pm. Business hours are 9 am to 5 pm. Nurses remain until the last patient is discharged.

Does BSC have a parking lot?

Yes, we provide free parking for our visitors. The parking lot is located directly surrounding the building. Please avoid parking in the nearby hotel parking lot as they do tow unregistered cars.

Why do I need to complete my medical history again when I already did one for my Physician?

Boulder Surgery Center is a joint venture with Boulder Community Health and our physician ownership group. We are a separate facility from Boulder Centre for Orthopedics, and we are required to maintain separate records.

Do you have a cafeteria at BSC?

No. Spruce Confections, a bakery, is located on the west side of the premises. We do provide coffee and tea in our reception area for visitors.

What does NPO mean?

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

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 prescribed medications on the morning of surgery?

You will be advised by a nurse which medications are appropriate to take on day of surgery. Please contact clinical staff at the surgery center with questions.

What should I wear on the day of my procedure?

You will be provided with a surgical gown during your procedure, even if you are having a procedure with local-only anesthesia. Please wear loose, comfortable clothing and sturdy walking shoes or tennis 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; avoid suspenders and belts.

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". Please refer to our "what to bring" section of the packet.

What about permanent jewelry?

For your safety, all jewelry should be removed before surgery—including permanent jewelry. If your permanent jewelry is on the same arm or leg as your surgical site, it must be removed prior to arrival. Jewelry on the surgical limb can increase the risk of infection and may interfere with blood flow if swelling occurs after your procedure. Additionally, some surgeries use electrocautery tools that can potentially transmit electrical current to metal on your body. Most permanent jewelry can be safely removed at home by cutting the small connecting ring with regular scissors.

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 or videos when you are in patient care area.



Will I have medications prescribed and/or filled prior to my surgery?

The surgery center is a stand-alone facility so we do not have a pharmacy on site. Some providers order prescriptions before surgery, but not all providers do so. When possible, filling your prescriptions beforehand will be easier on you and your ride as you will likely be tired and groggy after your procedure. Contact your provider if you have questions about filling your prescriptions.

Do I need crutches or another medical device?

The surgery center does not provide crutches or other orthopedic medical devices. Ask your physician about any medical device you may need after surgery. Examples: crutches, ice machine, brace, boot, sling or walker. Please obtain these devices before the day of surgery. There is a DME store on the second floor of the building, The OrthoShop 303-449-2730.

What else should I bring?

Bring a case for your glasses, hearing aids, and dentures. Bring reading glasses if needed. Bring your folder with all the printed materials you have 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 in preop. We allow one visitor at a time as the rooms are small. Children are not allowed in our patient care areas.

Why do I have to take a pregnancy test?

As part of our pre-surgical process, we perform urine HCG (pregnancy) tests for patients who have the biological capability to become pregnant, regardless of gender identity. This precaution helps ensure anesthesia and surgical procedures are safely administered. We understand and respect that not all individuals who are capable of pregnancy identify as women. We honor each patient's gender identity and strive to provide care that is both safe and respectful. If you have any questions or concerns about this policy, please contact our nursing staff. Thank you for your understanding and trust.

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

Once your recovery room nurse determines that you are waking up safely from your procedure and ready for visitors, one friend or family member may join you in the recovery room. Children are not allowed in our patient care areas.

How will I feel after my procedure?

Individuals all react differently to anesthesia and pain. You may feel groggy, tired, emotional, 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 address your symptoms, including giving you medication for pain or nausea if needed.

What can I do to minimize pain after surgery?

Following surgery, it is normal and expected to experience pain. The nurse will assess if your pain is tolerable or intolerable, and manage your care accordingly. Once you are home, elevate your surgical extremity, follow instructions for cryotherapy, and stay on top of your pain by taking medications as prescribed. If you have uncontrolled pain, please call your physician.

When will I be allowed to go home?

Our recovery room nurses will continuously assess your readiness for discharge. After general anesthesia, you must remain in the recovery area for at least one hour of direct care. Many of our patients discharge home after one to four hours. Prior to leaving the recovery area, we will make sure your pain and nausea are tolerable, and we will review post-operative instructions with your responsible adult.

When do I remove my dressings?

Wound care instructions will be given to you prior to discharge.

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. You will receive the survey from Press Ganey via email or USPS mail in the weeks following your procedure.



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

Your surgeon and the recovery room nurse will advise you on your recovery plan.

CONTACT INFO

Who do I contact for questions regarding insurance and billing for an upcoming procedure?

See our detailed billing pamphlet.

- Physician bills: 303-449-2730
- Facility bills: 303-938-5470
- Anesthesia bills: 303-415-2532
- Surgical assistant bills: 303-449-2730

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, we may be on the phone with another patient. Please leave a message with your name and date of surgery as we check voicemail frequently throughout the day.

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

Please contact your physician's office as they receive and interpret these results.

Who do I contact for questions regarding medical records?

Please contact the Medical Records Department at 303-938-5641. A release authorization will be required.

Who do I contact if I have concerns about my care?

Boulder Centre for Orthopedics (physician offices): please call 303-449-2730 and ask to speak with a Management Representative to discuss your concern.

Boulder Surgery Center (surgical facility): please call 303-938-5470 and ask to speak with a Management Representative to discuss your concern.