

# **ANDERSEN EYE SURGERY CENTER**

**“Preparing for Surgery”**

Phone: 989-249-6270

[www.anderseneye.com](http://www.anderseneye.com)

# Table of Contents

Introduction.....	1
Day of Surgery.....	2
Financial Responsibility.....	3-4
Advanced Directives.....	5
Medical Power of Attorney.....	5
Patient's Bill of Rights .....	6
General Information/Questions.....	7
Thank You.....	8
Andersen Eye Surgery Center Instructions .....	

## **Introduction:**

Thank you for choosing Andersen Eye Surgery Center for your eye care needs. We know that patients place a tremendous amount of trust in their surgeons, and we value your trust in selecting one of our doctors as your surgeon. This brochure will provide the information you will need for your surgery. We look forward to serving you.

## **Ownership Disclosure**

Ophthalmologists who are also shareholders in Andersen Eye Associates own Andersen Eye Surgery Center, LLC. A copy of the “Notification of Physician Ownership” will be given to you to read and sign the acknowledgment at the same time you check in for surgery. Please ask any questions you may have at that time. A listing of the surgery center owners is posted in the surgery center lobby. The surgery center is open Monday through Wednesday and is used only for ophthalmology surgery. If you would like further information on the breadth of services offered by the surgery center, please go to our website at [www.anderseneye.com](http://www.anderseneye.com).

## **Scheduling Surgery**    **PHONE 989-249-6246**

You will speak directly to the surgery scheduler or receive a telephone call from our scheduling office within one week after your decision to have surgery. A surgery scheduler will work with you to determine what dates and time are available and most appropriate for your surgery.

## **Pre-Procedure Testing Nurse (PPT)**    **PHONE 989-249-4774**

A PPT nurse will call you before your surgery. If you are having surgery at Andersen Eye Surgery Center, the PPT nurse will call to discuss the instructions included in this packet. She will also confirm that you have made arrangements to get a clearance from your Primary Care Physician or Specialist if one is required. If you are taking blood thinners such as Coumadin or Plavix, the PPT nurse will provide you with information to discuss with your Primary Care Physician whether you should stop taking these medications prior to surgery. If you have diabetes, they will discuss if and when to take your medication and eating and drinking instructions for the day of surgery. This may have a bearing on the day and time you are scheduled for surgery. Please feel free to ask any questions that you may have, as it is best to ask them prior to your actual surgery date.

# DAY OF SURGERY

## Arrival and Driver

Although requirements will vary by facility, at Andersen Eye Surgery Center your arrival time will be given to you when surgery is scheduled. You should plan on bringing a friend or family member who can drive you home after surgery. Because one eye may be patched or you may receive sedation and the effects may linger for several hours after surgery, we ask you not to drive for 24 hours following your procedure. Please inform your driver they are required to remain at the surgery center during your procedure, which is approximately 2 hours.

## Clothing

After you check in, you will be asked to complete a few brief registration requirements before you are escorted back to the pre-operative room. Patients will be asked to trade their shirt for a dressing gown; patients continue to wear their pants, so we suggest you wear loose-fitting pants that will be comfortable whether you are sitting or lying down. You should also wear a button-front shirt to surgery, as it will be difficult to pull a shirt over your head after surgery.

## Pre-Op

One of our nurses will complete a pre-operative clinical review of your condition and overall health history with you. After registering your vital signs, you will talk to the anesthetist who will administer sedation, if needed, and monitor your status during the procedure. In some cases, the physician will numb your eye once you have entered the operating room. If you receive a sedative, you may take a short nap before or during the surgery. In some cases, the surgeon may choose to utilize more anesthesia so you are sedated during the entire case. Other surgeons may prefer that no sedation be given during the procedure. Either way, the anesthetist will monitor you for your safety.

## The Operating Room

You will be transported to the operating room on a rolling stretcher chair and positioned under the operating microscope and light. Although the light will be bright, it won't be bothersome because of the numbing drops that are placed into the operative eye and the drape over the non-operative eye. Relaxing music may be playing in the background, and you'll be able to hear the voices of the surgeon, nurses, and anesthetist. The physician and the nurse anesthetist will speak with you several times during the procedure to make sure you are comfortable, but they will ask you to refrain from speaking at other times to limit your head movement. For cataract surgery, you will be wheeled back to a recovery station in about thirty to sixty minutes. Corneal, glaucoma and retina procedures may require more time in the operating room.



## **Recovery**

Immediately after surgery, a nurse will measure your vital signs. You will be offered a light snack and the person accompanying you will be asked to join you in recovery. The nurse will provide you and your escort with instructions on medications, activities and when to report for your next day post-operative exam. After a nurse has ensured that you are able to walk safely and under your own command, you will be discharged, typically within thirty to sixty minutes after surgery. Most patients having cataract surgery will be discharged within three hours of their scheduled arrival time; patients undergoing other types of surgery may have longer visits.

Different surgical procedures as well as different patient circumstances will determine the length of healing time you can expect. Generally 4-6 weeks recovery time should be expected. Some itching, slight to moderate swelling, bruising and sometimes blurry vision are normal. Be sure to follow directions for rest/activity, ice application and medication use for best results. Anything that seems more than expected or is painful should be reported to your physician immediately.

## **Financial Responsibility** **Phone 989-249-6246**

For any surgical procedure or laser performed, Andersen Eye Surgery Center will file claims to your insurance company. You may have financial responsibility to as many as three different providers for your surgery or procedure. The three components are:

- \* **Surgeon:** Andersen Eye Associates will bill for the professional services provided by your surgeon.
- \* **Facility:** Andersen Eye Surgery Center will bill for the procedure, which covers the operating Room, surgical equipment, medical supplies and nursing care you receive.
- \* **Anesthesia:** Andersen Eye Surgery Center will bill for the anesthetist who monitors you during surgery and who may provide sedation before and during your surgical procedure. Even if you do not receive medication by the anesthetist, there will be a charge for monitoring you. It is the Center's policy to have an anesthesia provider present for your safety. There is no anesthesia charge if you are undergoing a laser procedure, unless your doctor has requested the anesthetist provide monitoring or sedation.

## **Commercial Insurance:**

Our insurance coordinator/scheduler will assist you in identifying your deductible, co-pay, and co-insurance liability prior to your surgery. We will ask for payment of these amounts prior to surgery in the form of cash, check, MasterCard, Visa or Discover. In the event of significant financial obligations due to high deductibles or no insurance coverage, we do assist you in obtaining a longer-term installment loan through Care Credit. Most surgeries and laser procedures have a 10-day or 90-day post-operative period that includes the cost of the post-operative exams.

Please be advised, the costs for tests, eyeglasses, eyeglass refractions, additional surgeries, lasers, and exams unrelated to the surgical procedure, will be charged to the patient and/or insurance company.

If you have any questions regarding the billing process for surgery please call us.

## **Medicare Insurance:**

Medicare Part-B covers services at Andersen Eye Surgery Center. Medicare requires co-insurance payment on all approved services. Medicare will pay 80% of the allowed amount of the bill and the remaining 20% of the allowed amount is the responsibility of the patient.

Medicare requires all physicians and surgery centers to collect the co-insurance portion from the patient. The 20% co-insurance not covered by Medicare may be covered by a secondary insurance if you have one.

## **Care Credit:**

If you will be using Care Credit please call (989)249-6248 or (989)249-6268 so we can verify funds and obtain a pre-approval at least 2 business days prior to your surgery. If funds are not secured Care Credit may not be a payment option.

## **Advanced Directives**

As a Medicare and Medicaid-certified Ambulatory Surgery Center, we are required by Federal law to provide information on advance health care directives to our patients, staff and community.

It is important for you to understand, Andersen Eye Surgery Center will honor a patient's advance directive "to the maximum extent practicable". If you provide an advance directive prior to your scheduled day of surgery, Andersen Eye Surgery Center will place the advance directive in your medical record. Unlike in an acute care hospital setting, our surgery center facility does not perform "high risk" procedures. The scope of care at our facility is limited to elective outpatient surgical procedures. Therefore, the staff and physicians will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. The receiving hospital will implement further treatment or withdrawal of treatment measures already begun in accordance with your wishes, advance directives or health care power of attorney. If you have any advance directive forms that you want placed in your medical record, please bring them with you at the time of your appointment so we can have a copy on file. If you need assistance in obtaining or filling out appropriate forms, please contact us at 989-249-6270.

## **Medical Power of Attorney**

Please advise our staff if you or your family member has a Medical Power of Attorney. If a Medical Power of Attorney has been signed we will require a copy prior to surgery. If you or the family member having surgery has problems with memory, has been diagnosed with Alzheimer's, cannot state their name, date of birth, where they are and what procedure they will be having done, a Medical Power of Attorney should be obtained prior to surgery. Please discuss any of the above issues with the PPT nurse and/or the scheduler prior to scheduling a surgery date.

# PATIENT'S BILL OF RIGHTS

The Andersen Eye Surgery Center presents a Patient's Bill of rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his physician, and the group organization. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes on the new dimension when care is rendered within an organizational structure. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that rights are affirmed.

## THE PATIENT HAS THE RIGHT:

1. To respectful treatment with concern for individual, cultural or educational difference.
2. To exercise his/her rights without being subjected to discrimination or reprisal.
3. To voice grievance regarding treatment or care that is, or fails to be, furnished.
4. To complete, up-to-date information about the condition, treatment and outlook for recovery.
5. To know who is responsible for the care provided.
6. To personal privacy and confidentiality in communication and medical records.
7. To an explanation of the various types of care to be received and continuing health care requirements upon discharge.
8. To appropriate assessment and management of pain.
9. To refuse treatment, to the maximum extent practicable and within the Center's policies.
10. To know of any affiliations your surgery center and physicians have with other institutions and physicians.
11. To a translator if one is needed.
12. To be informed of any research or experimental treatment or drugs and to refuse participation without compromise to patient care.

## THE PATIENT HAS THE RESPONSIBILITY:

1. To provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health related matters.
2. To report any unexpected change in condition to the responsible physician.
3. To say whether a contemplated course of treatment and the patient's obligation in its administration are understood.
4. To follow the treatment plan recommended by the physician. The patient is expected to follow up on his/her doctor's instructions, take medication when prescribed, and ask questions concerning his/her own health care that he/she feels is necessary.
5. To keep appointments or notify the appropriate person if it is not possible to do so.
6. To accept the consequences of choosing to ignore physician instructions or to refuse treatment.
7. To be respectful of all health care providers and staff, as well as other patients.
8. To be respectful of the property of the facility, its use and care.
9. To see that the financial obligations assumed in receiving health care are met as promptly as possible.

## PATIENT COMPLAINTS:

If you are dissatisfied with any service you have received, please ask to speak to someone at the Andersen Eye Surgery Center so we may make every attempt to satisfy you and improve the quality of care we provide.

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No catalog of rights can guarantee for the patient the kind of treatment he/she has a right to expect. Within this facility, all activities must be conducted with an overriding concern for the patient, and, above all, the recognition of his/her dignity as a human being. Success in achieving this recognition assures success in the defense of the rights of the patient.

## **General Information about Andersen Eye Surgery Center**

If you need assistance or advice from your ophthalmologist before or following your visit to the surgery center, please call 989-797-2400 or 800-519-3933. These phone numbers are answered 24 hours per day, 7 days per week. If your call is after business hours, you will have the option to leave a message, which will be answered the next working day, or you may choose to be connected with the physician's answering service. The service will contact your eye doctor, if necessary. **If you have a medical emergency, please call "911" or go to the nearest hospital emergency room.** If your emergency is related to your eye, the emergency room personnel can contact your eye doctor. If you are calling on the day of your surgery and need to speak to a nurse or cancel your surgery please call 989-249-6270.

The doctors who perform surgery at Andersen Eye Surgery Center must re-apply for privileges every three years. In addition to confirming the surgeon's licensure status and adherence to Michigan continuing education requirements, the surgeon's application is also reviewed by the Surgery Director, Quality Committee and the Medical Director.

The management of Andersen Eye Surgery Center reviews its fee schedule annually to ensure the surgery center fees are appropriate. Medicare, Medicaid and insurance companies, primarily dictate the surgery center's reimbursement rates.

Andersen Eye Surgery Center is accredited by Medicare and AAAHC (Accreditation Association for Ambulatory Health Care). AAAHC accreditation is a voluntary process through which a surgery center is able to measure the quality of its services and performance against nationally recognized standards. The process involves self-assessment by the organization as well as a thorough review by expert surveyors. The surgery center was first accredited by the AAAHC in 2007 and was re-accredited in 2010, 2013 and most recently in 2019.

## **Questions**

You can obtain more information on Andersen Eye Surgery Center and the procedures performed here, by visiting our website at [www.anderseneye.com](http://www.anderseneye.com) .

**THANK YOU!**

**Thank you** for choosing Andersen Eye Surgery Center physicians for your care. If you have any questions, suggestions, complaints or grievances regarding Andersen Eye Surgery Center please contact:

Heather Myers, RN, BSN  
Surgery Center Director  
P.O. Box 5885  
Saginaw, MI 48603

Alicia O'Connor, COE, CEO  
Chief Executive Officer  
P.O. Box 5649  
Saginaw, MI 48603

State of Michigan:  
LARA  
Ottawa Building 1<sup>st</sup> Floor  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
1-800-882-6006

Michigan Department of Community Health  
Bureau of Health Systems, Complaint Investigation Unit  
P.O. Box 3064  
Lansing, MI 48909  
Fax: 517-241-0093

Federal Level:  
Office of Medicare Beneficiary Ombudsman:  
<http://www.cms.hhs.gov/ombudsman/resources.asp>

**Surgery Center Front Desk / Surgery Schedulers / Insurance Coordinators**

Scheduling / Insurance	Front Desk / Scheduling	<b>PPT Nurses:</b>
989-249-6246	989-249-6268	989-249-4774
Fax: 989-399-0033	Fax: 989-249-6267	Fax: 989-6245

## ANDERSEN EYE SURGERY CENTER INSTRUCTIONS

Your surgery has been scheduled for:

1<sup>st</sup> Surgery Day: \_\_\_\_\_ Eye \_\_\_\_\_ Date: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

2<sup>nd</sup> Surgery Day: \_\_\_\_\_ Eye \_\_\_\_\_ Date: \_\_\_\_\_ Arrive Time: \_\_\_\_\_

You must **NOT** eat or drink anything for 6 hours prior to your arrival time. This means **NOTHING** in your mouth (no candy, mints, cough drops, or gum).

Take your medications as instructed by the nurse. If you have questions call 989-249-4774.

For **DIABETICS**, you may take your diabetic medication the morning of surgery **ONLY** if you can eat at least six hours prior to arrival. Please call 989-249-6270 for any questions on the **DAY OF SURGERY** related to your diabetes.

You **MUST** have a responsible adult remain at the Surgery Center with you and drive you home the day of surgery. Approx - 2-3 hours.

**DO NOT** wear jewelry or make-up (wedding rings are allowed).

Questions regarding home medications should be directed to the PPT Nurses at **989-249-4774**. Staff is available, Monday through Thursday between the hours of 8:30 am and 4:00 pm.

Please have this form available when you speak to the PPT nurse so you may write down any instructions specific to you.

If you have not spoken to the PPT nurse 1 week prior to your scheduled surgery, please call 989-249-4774 to review your health history. If any changes occur after talking to the PPT nurse, regarding medication or health status (illness or hospitalization), please call to inform us.

**989-249-4774**

**PPT Nurses**

**or**

**989-249-6246**

**Schedulers**

Please remember to begin eye drops 3 days prior to surgery **FOLLOWING** the instruction sheet you were given. Bring the Eye drops with you on the day of surgery. If you do not use your drops correctly you will likely be **CANCELLED**.

