

# Minnetonka

## AMBULATORY SURGERY CENTER

In partnership with  North Memorial Health



NAME

DATE

PROCEDURE

PHYSICIAN

*Welcome to the Minnetonka Ambulatory Surgery Center. We appreciate the opportunity to care for you and your family. We realize having a procedure can be a very anxious time for you, and we would like to make your stay as comfortable as possible. The Center's number one priority is providing excellent patient care in an environment of skill and compassion.*

**For a map and directions to our surgery center, please go to our website: [www.minnetonkaasc.com](http://www.minnetonkaasc.com)**

**Your healthcare provider is referring you to a facility or service in which your healthcare provider may have a financial or economic interest.**

**You may request an owner list at any time at 763.581.8950.**

### OTHER HELPFUL INFORMATION

- You and your caregiver may use your cellular phone in our waiting room.
- Free WiFi is available.
- A variety of hot beverages and water are available in our waiting room for your caregivers.
- The Minnetonka Medical Center does not have food service available for caregivers. Please bring along a snack if your caregiver anticipates needing something during your stay.
- If you have insurance, we will bill your insurance carrier. It is your responsibility to know your network coverage and benefits. If you have further questions, please contact your insurance carrier. Without this information, your claim will be delayed.
- It is the practice of Minnetonka Ambulatory Surgery Center to collect a portion of your estimated financial responsibility prior to your procedure. We calculate this amount based on our insurance contracted rates and your out-of-pocket responsibilities per your health plan. You will receive a call from our Insurance Verification Office to help you understand your responsibilities. If you do not have insurance or if you have difficulty meeting payment requirements, please contact our billing office at 763-581-8950, as we are always available to discuss payment plans.
- In addition to receiving a statement from the surgery center, you may receive statements from your physician's office, pathology, durable medical equipment, radiology, anesthesia, etc., in the event services were provided related to your procedure.

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REV 01/19

**15450 Highway 7 | Suite 200  
Minnetonka, MN 55345  
Phone 763-581-8950 | Fax 763-581-8951**

**Arrival time is approximately one hour before procedure. Your procedure start time will be finalized by the Surgery Center. You will be notified by phone 1-3 days prior to procedure.**



**This brochure will help you prepare for a visit to the Minnetonka Ambulatory Surgery Center. Knowing what to expect, whom you'll meet, and where to find things can reduce anxiety that sometimes accompanies a scheduled procedure.**

**For additional information before your visit, call our staff at 763-581-8950.**

### **PRE-PROCEDURE INFORMATION**

Please refer to your physician's pre-procedure instructions.

If you have had any recent cold or flu-like symptoms, fever, or infections, have had any disease, such as MRSA, VRE, C-Diff, or TB, or have traveled out of the country within the last 30 days, please call 763.581.8950. If you need to cancel or re-schedule your appointment, call your physician's office.

Interpreters are available and will be scheduled.

We present a Patient's Bill of Rights and Responsibilities with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician, and the Minnetonka Ambulatory Surgery Center.

If you have an Advance Health Care Directive, please bring a copy with you at the time of your procedure.

### **BEFORE YOUR PROCEDURE**

- **You must arrange for someone to drive you home.** You will need to have someone with you to receive your discharge instructions.
- **You must arrange to have a responsible adult stay with you for 12 hours following procedure.**
- Arrange childcare for the day of your procedure. If not possible, all children must be supervised at all times by an adult.

Please call us between 9:30 a.m. and 4:30 p.m. at 763-581-8950 if you have any questions.

### **DAY OF PROCEDURE**

- Bring your ID.
- Bring your insurance information. Worker's compensation cases must provide all claim information, including date of injury.
- If recommended by your surgeon or your physician, oral medication may be taken with a sip of water.
- Consult with your primary physician regarding your insulin dosage for the day of surgery and bring your insulin and diabetic supplies.
- Wear your hearing aid.
- If you wear contacts or glasses, bring your case and glasses.
- Leave jewelry and valuables at home, including all body piercings.

- **Enter through the main entrance; take the elevator or stairs (to the left of the entrance) to the second floor, turn right and the surgery center is at the end of the hallway.**
- **Check in at Suite 200 front desk.**
- As a service to you, you will receive an identification bracelet. It is important that all patients wear an ID bracelet while at the center.
- Your nurse and physician will evaluate you before your procedure.
- Please ask questions or communicate any concerns regarding your procedure.
- **We request your caregiver remain at the center during your procedure.**

### **YOUR RECOVERY**

- After your procedure you will be taken to a patient room for observation and recovery. Your caregiver will be informed of your progress.
- **Discharge instructions will be given to you prior to your discharge. You will need to have a responsible adult available to hear your instructions.**
- You will receive a courtesy call at home (24-72 hours after procedure) from the center to see how you are recovering. If you have any needs or concerns, do not wait for this call, and call your physician's office directly.

### **COMMUNICATION IS VERY IMPORTANT**

Check in at the front desk with your caregiver. The area is staffed from 6:00 a.m. to 5:00 p.m.

Depending on the schedule, you may not be seen in the order of your arrival. If you have been waiting longer than 15 minutes, please check with the front desk.

When the procedure is over, the physician will speak with you and your caregiver(s), unless otherwise instructed.

Minnetonka Ambulatory Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.