

# Patient Guide



## APPOINTMENT INFO

ARRIVAL DATE:

ARRIVAL TIME:

SCHEDULED SURGERY TIME:

Free Wi-Fi service available in our waiting areas.

If you would like to tour the facility prior to your procedure, please call 815-226-3300 to arrange a time.



Rockford Ambulatory  
**SURGERY CENTER**

1016 Featherstone Road  
Rockford, IL 61107  
815.226.3300  
[www.rockfordambulatory.com](http://www.rockfordambulatory.com)

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**SURGERY CENTER**

# Welcome

Rockford Ambulatory Surgery Center provides a high-quality, convenient, comfortable and affordable setting for many outpatient surgical procedures.

Your preparation and cooperation are important in the safety, success and recovery from surgery.

## BEFORE YOUR SURGERY

- Please be aware that pandemic restrictions and testing may be required, and are regulated by the Illinois Department of Public Health.
- A Pre-Op Nurse will call you to obtain your medical history and give you pre-op instructions.
- Have a list of the names and dosages of your current medications available for this phone call. You may be given specific instructions regarding your medications for the day of surgery.
- If you have not been contacted by the day before surgery, please call us at (815) 231-5438 to request your Pre-Op Interview.
- Gather **Guardianship** documents, if applicable, to bring with you the day of surgery. If you are unsure, please contact us.
- If you require an interpreter for the day of your surgery, please inform your surgeon.
- **We recommend a responsible adult bring you to the Center, and remain for the duration of your stay.**

## DIETARY RESTRICTIONS

- **DO NOT** eat or drink anything after midnight the night before your surgery, unless the Pre-Op Nurse has provided special eating or drinking instructions. This includes gum, hard candy, cough drops, coffee, tea, or water. **This is very important for your safety. If you do not follow these instructions, your procedure may be cancelled, delayed, or rescheduled.**
- Do not drink alcoholic beverages the night before your procedure and for 24 hours after your procedure.

You may make online credit card or Care Credit payments via our website [www.rockfordambulatory.com](http://www.rockfordambulatory.com)

After your insurance pays or denies the claim, a statement will be sent to you. Your portion is due 30 days from our receipt of the insurance payment or denial.

In the event of a credit balance on your account, we will apply the credit to any other unpaid accounts you may have with us.

## MEDICARE PATIENTS

The Surgery Center accepts assignment on all Medicare Part B claims. Medicare reimburses 80% of the allowed amount after your Part B deductible has been met. Any remaining deductible and your 20% coinsurance will be billed to one supplemental insurance carrier. If you do not have a supplemental insurance policy you will be responsible for your deductible and coinsurance.

Rockford Ambulatory Surgery Center accepts Medicare Replacement policies; however, we are NOT directly contracted with all of them. Please check with your insurance carrier for possible penalties and benefit reductions before scheduling your surgery.

## WORKERS' COMPENSATION OR ACCIDENT RELATED CLAIMS

When a workers' compensation, personal injury, or liability claim is disputed, the matter is resolved by the patient and the company involved. In such cases, the patient will be requested to pay the bill prior to the claim's resolution. The balance is due within 90 days of any denial.

## COLLECTION POLICY

During registration, you will sign a contract with Rockford Ambulatory Surgery Center stating that you understand and accept responsibility for payment in full for services rendered. You are granting the Surgery Center consent to directly bill your insurance carrier. If you do not satisfy your financial obligation to the Surgery Center, a collection agency and/or legal action may be implemented to settle the debt. You will be responsible for collection fees of 25% of your balance, attorney fees, and court costs.

To avoid collection proceedings, contact the Surgery Center at 815-226-3300 and you will be directed to an Account Representative to discuss payment arrangements.

## Financial Information

### YOUR FEE

Rockford Ambulatory Surgery Center's fee includes charges for pre-operative admission, the operating room, recovery room, drugs, and most supplies related to your stay at the Center.

This facility fee does not include:

- Fees for your surgeon, anesthesiologist, pathologist. (These physicians are independent contractors and are not employed by the Surgery Center.)
- Pathology lab
- Special supplies

**NOTE:** Quest Diagnostics provides laboratory and pathology services and will bill these services separately as an independent contractor. Please notify the Surgery Center if your insurance requires specimens to be sent to a lab other than Quest Diagnostics. Pathology and laboratory services provided by other organizations will also be billed separately to you.

### INSURANCE

Your insurance policy is a contract between you and your insurance carrier. You are ultimately responsible for the balance of your account.

**Please bring all insurance identification cards and a photo ID with you on the day of surgery.**

We will file a claim to your primary insurance and one secondary insurance carrier for you. Upon request, we will provide a claim form for you to file with any additional insurance carriers.

It is your responsibility to check with your insurance carrier regarding network status of the Surgery Center, your co-pays, deductibles, coinsurance, and pre-certification requirements prior to surgery.

You are financially responsible for insurance denials due to:

- Non-covered services
- Pre-existing conditions
- Out of network services, including pathology and laboratory
- Amounts over reasonable, usual, and customary

You may be asked to pay a portion of your deductible and/or coinsurance prior to your surgery.

For your convenience, Rockford Ambulatory Surgery Center accepts:

- Cash
- Checks
- Money orders
- Care Credit
- All major credit cards
- Cashier's checks

### THE DAY OF YOUR SURGERY

- PLEASE arrive at the time you were instructed by our Pre-Op Nurse, or at least one hour prior to your surgery.
- **Bring all health insurance cards and Photo I.D.**
- **Bring Health Care Power of Attorney and Advance Directive documents.**
- A parent or legal guardian must accompany a patient under 18 years of age and remain for the duration of their stay. We recommend two adults to transport younger children at time of discharge.
- If your child is having surgery, bring along a favorite toy, blanket, bottle, or drinking cup.
- Wear comfortable, loose fitting clothing.
- **Do not wear any jewelry, including body-piercings.**
- Please leave all valuables at home. **We are not responsible for lost valuables.**
- Your driver / guest will be responsible for all valuables you bring to our Center.
- If appropriate, bring your Insulin, inhalers, or C-PAP machine with you.
- Simple Lab tests may be performed at the Surgery Center on the day of your surgery.
- We would appreciate limiting your guests to two individuals, if possible.

### YOUR PROCEDURE

- Surgery times may change for various reasons.
- If anesthesia is required, the anesthesia care team will meet with you prior to your surgery and answer any questions or concerns you may have.
- Your surgery may be delayed for reasons beyond our control.

### AFTER SURGERY

- You will rest in our recovery room and be monitored by our Nursing staff.
- Once awake, a relative or friend may join you during your recovery period.
- The medical staff will discharge you when you have met our discharge criteria.
- Surgery Center staff will review your surgeon's post-operative instructions with you, and you will receive a written copy.
- At your request, our Post-Op Nurses will call your prescriptions in to your pharmacy. Please note: prescriptions for narcotics can not be called into the pharmacy.



## GOING HOME

- **Patients who receive anesthesia or sedation must have a responsible adult drive them home and stay with them for the remainder of the day and night following surgery.**
- **Be prepared to finish your recovery at home.**
- Our Nursing staff will make a follow-up call to you within a few days after your surgery.
- Some patients do not feel up to their usual activities the next day due to general tiredness or surgical discomfort. Plan to take it easy for a few days until you are back to normal.
- Call your surgeon if you have questions about:
  - Medications
  - Returning to work
  - Level of activity
  - Post-operative care

**Rockford Ambulatory Surgery Center views health care as a partnership between you and your caregivers. We respect your rights, values and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being as well as for that of your fellow patients and caregivers. Should you or your designated guardian, surrogate, or representative feel at any time that your rights as a Surgery Center patient have been violated, please contact our Administrator at 815-226-3300.**

## A NOTE REGARDING ADVANCE DIRECTIVES

- An Advance Directive is a set of instructions you give about the health care you want, in the event you lose the ability to make decisions for yourself. An Advance Directive includes a Living Will, a Health Care Power of Attorney, and a DNR, which allows you to refuse CPR in the event your heart-beat and breathing stop.
- The website to access standardized forms in the state of Illinois for a Living Will, Illinois Power of Attorney for Health Care, and for DNR Advance Directive is <http://www.idph.state.il.us/public/books/advin.htm>
- If you would like to have a copy of one or all of the forms, please call 815-226-3300 to request they be sent to you, or our staff may provide you with them on the day of your visit.
- If you have a Living Will or have an "agent" appointed to be your Health Care Power of Attorney, it is the policy of Rockford Ambulatory Surgery Center to incorporate these documents into your patient record. It is our policy that if an adverse event occurs during your treatment, the medical team will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. A copy of your Advance Directive and/or Health Care Power of Attorney will be sent with your medical records. If you have questions regarding this, please ask to speak to a member of the Administrative Team.

