

OUR GOAL IS SIMPLE. MAINTAIN AN ENVIRONMENT THAT FOSTERS OUR STAFF AND PHYSICIAN SKILLS, WHILE PROVIDING THE COMFORT AND EXPERT CARE THAT IMPROVES THE QUALITY OF LIFE FOR YOU AND YOUR FAMILY.

The Polaris Surgery Center is located inside the OhioHealth Westerville Medical Campus. Our own state-of-the-art facilities are surrounded by the complete continuum of OhioHealth's outpatient services. It's good company to be in, and it creates an atmosphere in which professionals are continually striving to be their best.

We're dedicated to delivering exceptional, compassionate care to every patient we serve. Which is why we encourage you to write down any questions you have after reading this guide. Ask any of our staff the next time we see you, and we'll be happy to answer.

we are here for you.

POLARIS
SURGERY
CENTER

affiliated with  OhioHealth

THE POLARIS SURGERY CENTER IS LOCATED INSIDE THE OHIOHEALTH WESTERVILLE MEDICAL CAMPUS.

On the northwest corner of Polaris Parkway and Africa Road, it's just a few minutes east of Polaris Parkway exit on I-71. Or if you're coming up Westerville Road, Route 3, the Polaris Surgery Center is just west on Polaris Parkway.



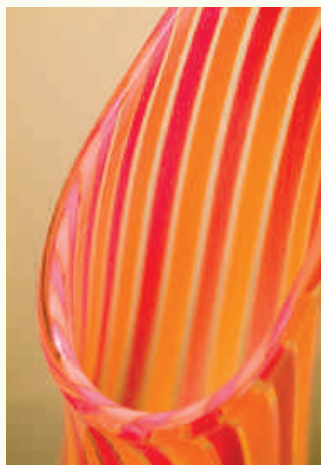


what to expect

before, during and after surgery.

WE'RE GLAD THAT YOU HAVE CHOSEN OUR FACILITY. THIS GUIDE WILL WALK YOU THROUGH THE ENTIRE EXPERIENCE, SO YOU'RE COMPLETELY PREPARED FOR YOUR SURGERY.

WE UNDERSTAND THAT YOU PROBABLY DON'T KNOW EXACTLY WHAT TO EXPECT WHEN IT COMES TO YOUR SURGERY. THAT'S WHY WE CREATED THIS BOOKLET. IT ANSWERS YOUR QUESTIONS AND GUIDES YOU THROUGH THE ENTIRE PROCESS.



Our care begins before you even step into our building.

We're focused on giving you and your family a healthy, comfortable and safe experience. We assist you every step of the way, providing the personal attention and expert care you deserve. And we do it in a warm and inviting environment.

Prior to your surgery, we'll give you a call to discuss the plan for your surgical procedure. Be sure to ask any questions you may have. We'll also remind you of

your arrival time. We usually ask you to arrive 1½ to 2 hours ahead of your scheduled time.

When you get here, you'll find plenty of free, close parking. Our front door is clearly marked and makes the best drop off point. Remember to come in a car that's easy to get in and out of.

"I love seeing how surprised people are when they arrive. This isn't a traditional hospital environment. This is a comfortable and welcoming place, and I like being part of that." — Suzy Cox, RN



SIMPLE STEPS – THINGS YOU CAN DO BEFORE YOUR SURGERY.

You've got a lot on your mind leading up to your surgery. These checklists make it easy to prepare. By following some simple guidelines, you reduce potential risks and help make your procedure as safe and effective as possible.

THE DAY BEFORE YOUR SURGERY

- Do not eat or drink anything after midnight
- Do not consume alcoholic beverages for at least 24 hours prior to your surgery

THE DAY OF SURGERY

- Refrain from smoking on the day of surgery
- Plan on wearing loose-fitting clothing and easy-fitting shoes, and zipper or button-up shirts
- Do not wear make-up, jewelry or any perfume or lotion
- Leave all valuables at home
- Wear glasses instead of contact lenses, and bring the case for your glasses
- Be sure to bring a complete list of your current medications including dosage, frequency of use and last time taken
- Take prescribed medications with only enough water to swallow (Unless directed otherwise)
- Arrange to have a family member or friend bring you to the center and drive you home



NOTES / QUESTIONS

A MULTI-SPECIALTY CAMPUS THAT'S SECOND TO NONE.

The Westerville Medical Campus offers our patients and their families access to an open lobby with natural light and green space, Tim Horton's cafe, short term childcare during your visit, convenient free parking and available valet parking.

COMING IN FROM OUT OF TOWN?

There are plenty of nearby options for overnight accommodations.



HOTEL INFORMATION

Best Western: 614.396.5100

Hampton Inn: 614.885.8400

Columbus Wingate: 614.844.5888

Comfort Inn: 614.791.9700

Hilton Garden Inn: 614.846.8884

Cambria Suites: 614.841.9100

GREAT CARE STARTS WITH OUR STAFF. EACH SURGEON IS BOARD CERTIFIED AND CREDENTIALLED, AND OUR NURSING STAFF IS AMONG THE MOST HIGHLY TRAINED AND EXPERIENCED IN THE AREA.



Your privacy, comfort and convenience matter to us.

We have the services you need to make every step easy for you. Our financial representatives work directly with your insurance company. Translators are available through video conferencing in more than 150 languages, or a personal interpreter can be requested. Our facility is designed with your privacy and comfort in mind.

When it comes to your surgery, we're just as thorough. Your nurse and surgery

team will take you into the operating room. In most cases, there will be several people in the operating room, including your surgeon, a surgical nurse, and one or two assistants.

You can also ease your mind with the knowledge that the Polaris Surgery Center operating rooms are among the most advanced in the area.

"My focus is above all, patient care. Our people and facility foster an environment that helps provide the best possible outcomes for each person we treat."

— Thomas H. Lee, MD, Orthopedic Surgeon



GETTING READY – THE DAY OF YOUR SURGERY.

When you enter the lobby, please check in at the front desk. This is the first of several times you will be asked for your basic information, including your name, birth date and surgical procedure. We do this for your safety. As an additional safety measure, you'll receive an identification wrist band to wear at all times.

WHAT TO BRING

- Drivers license or photo ID
- Insurance card
- Co-payment

Once you've checked in, you and your family can make yourselves comfortable in the lobby (see sidebar). When it's time to get started, we come to you. A nurse will ask for your information, verify the information on your wristband and take you to the surgery preparation area.

IN THE SURGERY PREPARATION AREA

- You will change into your gown
- Review your list of medications and medical history with a nurse
- Go ahead and ask any additional questions you may have
- Our specially trained nurse will begin to administer medicine and fluids through an IV
- If a regional block is part of your procedure, our anesthesiologist and surgeon will discuss the risks and benefits
- Once you're prepared, your family or friends are welcome to visit until you move into the operating room



NOTES / QUESTIONS

TREATING YOUR FAMILY LIKE OUR OWN.

At the Polaris Surgery Center, your family is given the same friendly and compassionate treatment you are. Your family can watch TV in our lobby, take advantage of free WiFi, read a book while enjoying free coffee or simply relax on the quiet side of the lobby. We also offer free day care for children over three.

YOUR FAMILY MAY GET HUNGRY.

There is a Tim Hortons in the Westerville Medical Campus and you'll find other restaurants to satisfy any appetite near by.



RESTAURANT INFORMATION

On-the-Go	Sit Down
Arby's	Bob Evans
Chipotle	Buffalo Wild Wings
McDonald's	El Acapulco
Quiznos	Texas Roadhouse
Raising Canes	The Rusty Bucket
Skyline Chili	

And Many More!

WE HAVE ONE NURSE FOR EVERY TWO PATIENTS, SO YOU CAN BE SURE SOMEONE IS ATTENDING TO YOUR NEEDS THROUGHOUT YOUR ENTIRE EXPERIENCE. DURING SURGERY AND RECOVERY, THERE'S ALWAYS A NURSE NEARBY.



Time to relax and focus on your recovery.

Once your surgery is complete, you'll be taken to a fully-equipped recovery care unit. A nurse will be a few feet away at all times until you are awake. During this time, your surgeon will meet with your family in a private consultation room to clearly explain the details of your surgery.

After your nurse determines you are stable, we move you to the second

recovery area. Here, your family or friends will be able to visit you. To help you start regaining your strength, we provide a light snack and drink before you leave. If you need medical equipment, such as crutches or a walker, you can buy them right in the facility.

We verify that all your recovery needs are met, and then you're ready to head home.

"The Polaris Surgery Center is the key that makes the Westerville Medical Campus one of the most advanced and complete outpatient facilities in the area."

— Jean Halpin, Director of Operations, OhioHealth Westerville Medical Campus



REST AND HEALING – AFTER YOUR SURGERY.

What you do in the days following your procedure plays an important part in your recovery. Remember to take it easy and follow these guidelines along with any specific instructions given by your physician.

THE REST OF THE DAY

- Clear your schedule — you’ve already had a full day
- Give yourself plenty of rest and relaxation
- You should eat to keep up your strength, but keep meals bland
- No driving until instructed by your physician
- No alcohol for 24 hours

THE NEXT DAY

- Expect a call from the Polaris Surgery Center with 24 hours after your surgery
- Our nurse will want to know how you’re doing and will ask a series of questions
- It’s important to be honest about how you’re feeling so we can help you recover as quickly and effectively as possible

SEVERAL WEEKS LATER

- You may receive a questionnaire in the mail about your experience
- We appreciate all of your thoughts, ideas and suggestions for making our care even better
- We’re always looking to improve our service, so please be honest



NOTES / QUESTIONS

EASY TO GET TO, EASY TO FIND.

The Westerville Medical Campus is conveniently located at the northeast corner of Polaris Parkway and Africa Road. Guests coming from the north or south can simply take the Polaris Parkway exit off of Interstate 71 and head east. For local residents, Cleveland Avenue and Route 3 also offer easy access to the Polaris Surgery Center.

DON'T HESITATE TO CONTACT US FOR ANY REASON.



CONTACT INFORMATION

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