



Your Complete Injection Guide

What to expect before, during and after your Injection.

PATIENT'S NAME: _____

Injection DATE: _____

Physician: _____

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 injection.

**POLARIS
SURGERY
CENTER**

In partnership with OhioHealth

Complete your medical history online—here's how.

To ensure you receive the best care possible, Polaris Surgery Center offers an easy, online questionnaire for you to complete at your convenience. When you use One Medical Passport online, you avoid long phone interviews and handwritten forms.



Start at
www.onemedicalpassport.com.

For new patients, click the green **Register** button. Once you have registered, please select Polaris Surgery Center. Then complete each questionnaire page, and click **Next** to save and continue.

Once you have completed, click **Finish** to securely send us your information.

If you need assistance, click the **Help** link located on every page.

Please note your username:

and password:

If you are not able to complete your history online, please call our pre-op nurse during normal business hours at **614.232.6500** to complete your history over the phone.

For returning patients, enter your username and password to update or finish information previously submitted.



Our care begins before you even step into our building.

We understand that you probably don't know exactly what to expect when it comes to your Injection. That's why we created this booklet to guide you through the entire process.

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 injection, we'll give you a call to discuss the plan for your procedure. Be sure to ask any questions you may have. **We usually ask you to arrive an hour ahead of your scheduled time.**

Due to the unexpected and unplanned nature of some procedures, schedules are not finalized until the afternoon before your injection. **We will call you after 1 p.m. the day before your injection with this information.** We will make every effort to notify you as soon as possible. If you have not received a call by 3 p.m. the day before your procedure, please call the center at **614.232.6500**.

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.



PATIENT RIGHTS NOTIFICATION

Each patient at the center will be notified of their rights in the following manner:

- A copy of the Patients Rights & Responsibilities is located on the Centers Website for review prior to your injection.
- Written notice is provided the day of their injection, at the patients request, in a language and manner the patient understands.
- A posted notice will be visible to patients and families waiting for treatment.

FINANCIAL INFORMATION

- The Polaris Surgery Center fees cover the use of the facility only and do not include laboratory, pathology, surgeon, or anesthesiologist fee. You will be billed separately for any of these services that apply.
- As a courtesy, we will bill your primary and secondary insurance carriers or governmental agency directly for the Polaris Surgery Center charges. Be sure to bring your most current insurance or Medicare cards with you on the day of your injection. If you have more than one insurance carrier, we also request accurate secondary billing information.
- Be prepared to bring any co-pay or co-insurance amounts on the day of your injection, unless collected prior to your injection day.
- Patients who do not have any insurance coverage are required to pay their estimates in advance.
- Please make sure to bring your photo ID to aid in insurance validation.
- Polaris Surgery Center accepts cash, personal checks, credit cards, care credit, and cashier's checks.

Please contact us with any questions or concerns regarding facility charges, the financial policy, or billing procedures. Call us at **614.232.6500** during normal business hours: 8:00 a.m.–4:30 p.m.

Simple steps—things you can do before your injection.

You've got a lot on your mind leading up to your procedure. 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 INJECTION

- Do not consume alcoholic beverages for at least 24 hours prior to your injection.

THE DAY OF YOUR INJECTION

- Refrain from smoking on the day of your injection.
- Plan on wearing loose-fitting clothing, easy-fitting shoes, and zipper or button-up shirts.
- Do not wear makeup, jewelry, or any perfume or lotion.
- Leave all valuables at home.
- Be sure to bring a complete list of your current medications including dosage, frequency of use, and last time taken.
- Take prescribed medications (unless directed otherwise).
- Arrange to have a family member or friend bring you to the center and drive you home.
- You may have a light breakfast.

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, 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

Getting ready— the day of your injection.

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

- Driver's license or photo ID
- Insurance card
- Co-payment

Once you've checked in, you and your family can make yourselves comfortable in the lobby. When it's time to get started, a nurse will come greet you, ask for your information, verify the information on your wristband, and take you to the injection preparation area.

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.

IN THE INJECTION PREPARATION AREA

- You will change into your gown.
- You will review your list of medications and medical history with a nurse.
- You can ask any additional questions you may have.
- Depending on your procedure, our nursing staff may start an IV.
- Once you're prepared, your family or friends are welcome to visit until you move into the procedure room.

Once you are in the procedure room.

- You will be asked to lay on your back or stomach, depending on the procedure.
- A numbing medication will be injected into the skin at your procedure site.

IMMEDIATELY FOLLOWING YOUR INJECTION

- When the procedure is over, you will be transferred to the recovery area.
- Plan to spend up to two (2) hours (arrival to discharge) with us.
- You may use ice to your injection site for the first 24 hours if needed.
- You can anticipate returning to your normal activity level after your injection/procedure.

THE DAY AFTER YOUR INJECTION

- Expect a call from the Polaris Surgery Center within 24 hours after your injection.
- 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 via email 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.

DON'T HESITATE TO CONTACT US FOR ANY REASON.

Polaris Surgery Center

300 Polaris Parkway,
Suite 1400
Westerville, Ohio 43082

614.232.6500

polarissurgery.com

We are here for you.

Our goal is simple: provide 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 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.

The Polaris Surgery Center is located inside the OhioHealth Westerville Medical Campus.

**Hours:
5:30 a.m.-4:30 p.m.**



Polaris Surgery Center
300 Polaris Parkway, Suite 1400
Westerville, Ohio 43082

614.232.6500

polarissurgery.com

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