



# Your Complete Surgery Guide

## **What to expect before, during and after surgery.**

PATIENT'S NAME:

---

SURGERY DATE:

---

SURGEON:

---

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.

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 Ospitek online, you avoid long phone interviews and handwritten forms.

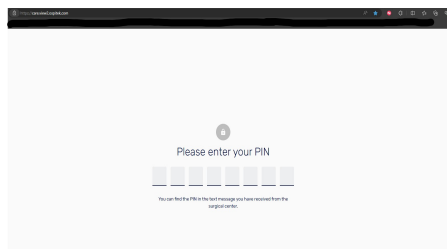
## OSPITEK

**For new patients,** you will receive a text message from Ospitek (938-333-3995) with a PIN to complete your pre-procedural health history form. Enter the PIN provided via text message or from our Center with your date of birth, 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 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 PIN provided in your text message with your date of birth to update or finish information previously submitted.

A screenshot of a web browser displaying the Ospitek PIN entry screen. The screen has a light gray background. At the top, there is a small circular icon with the number 1. Below it, the text "Please enter your PIN" is centered. Underneath the text is a row of five empty square input boxes for the PIN. At the bottom of the screen, there is a small line of text that reads "You can find the PIN in the text message you have received from the surgical center."

## 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 surgery. 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 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 usually ask you to arrive 1½ to 2 hours ahead of your scheduled time.**

Due to the unexpected and unplanned nature of some procedures, schedules are not finalized until the afternoon before your surgery. **We will call you after 1 p.m. the day before your surgery 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.

## PATIENT RIGHTS NOTIFICATION

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

- This written notice is provided in advance of the day of their surgery 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 surgery. 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 surgery, unless collected prior to your surgery 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 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, easy-fitting shoes, and zipper or button-up shirts.
- Do not wear makeup, jewelry, 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.
- Someone should stay with you for 24 hours after surgery.

**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

Homewood Suites by Hilton:  
614.396.5100

Hampton Inn & Suites:  
614.885.8400

Four Points by Sheraton:  
614.844.5888

Comfort Inn North:  
614.339.6113

Hilton Garden Inn:  
614.846.8884

Cambria Hotel: 614.841.9100

# 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, date of birth, 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 surgery 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 SURGERY 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.
- 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.

# 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.

## IMMEDIATELY FOLLOWING SURGERY

- Clear your schedule—you’ve already had a full day.
- Give yourself plenty of rest and relaxation.
- Eat to keep up your strength, but keep meals bland.
- Don’t drive until instructed by your physician.
- Don’t consume alcohol for 24 hours.

## THE DAY AFTER SURGERY

- Expect a call from the Polaris Surgery Center within 24 hours after your surgery. For Friday procedures, our nurse will call you the following Monday.
- 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 or text message 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](http://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 facility is 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](http://polarissurgery.com)

**POLARIS  
SURGERY  
CENTER**

In partnership with OhioHealth