



MEMORIAL[®]
HERMANN
Surgery Center
Pinecroft



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Surgery Center
Pinecroft

9305 Pinecroft Drive
Suite 200
The Woodlands, Texas 77380

832-823-5156

www.mhsc-pinecroft.com



PARKING

Garage Parking

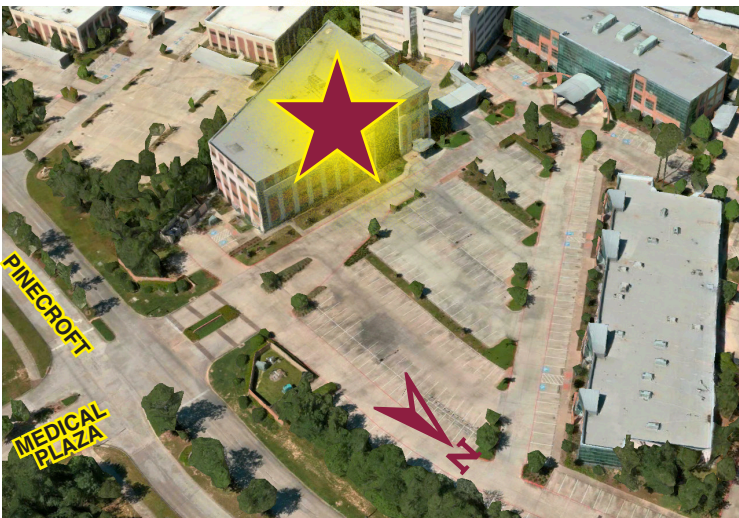
- ❖ Available on the back side of the building

Parking

- ❖ Free Parking in the spaces in front of the building

Patient Pick-Up

- ❖ In front of the building



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Phone: 832-823-5156
Fax: 713-583-5866

Memorial Hermann Surgery Center Pinecroft asks that you complete pre-admission with One Medical Passport. The website guides you to securely enter your medical history online to help us provide you with the best possible care and minimize long phone interviews and paperwork.

Begin Pre-Admission on Our Website

Begin at our facility website: www.mhsc-pinecroft.com and click "**Online Clinical History**" which will take you to the One Medical Passport home page shown below.

Create Your One Medical Passport Account

First time users of onemedicalpassport.com should click the green **Register** button and create an account. Answer the questions on each page and click save and continue. Once complete, you will be prompted to click **Finish** to securely submit your information.

First Time Website Users Click **Register**

Username you chose: _____

Password you chose: _____

Returning Users (for Changes or Reuse)

Enter the **Username** and **Password** you chose to access or update your account.



Help Completing Pre-Admission

Each page has a Help link you may click for assistance. If you are unable to complete the online pre-admission, please call 832-823-5156 during business hours for a phone interview.

Experience has shown that when patients and their loved ones **SPEAK UP** for their safety, errors are caught and prevented.

Research proves that patients who take part in decisions about their healthcare are more likely to have better outcomes. You, as the patient, can play a vital role in making your care safe by becoming an active, involved, and informed member of your healthcare team.

If you feel concerned about the fact that everyone is asking you the same questions prior to surgery, please remember, **this is part of our safety check.** When they ask, know that they want to ensure that our information is correct and that you receive a safe experience.



Site "marks" are another important component of surgical prep and safety. Your physician's initials or marking clearly identifies the correct procedure site.

What to Expect:

Your surgeon, anesthesiologist, surgical nurse and other healthcare providers know there are certain steps that are important to take to ensure that you receive proper care. You should expect these steps to be taken.

Correct Patient, Correct Procedure, Correct Treatment, Correct Site

- ❖ Many of our staff will ask your name and another identifying piece of information, such as your date of birth.
- ❖ You will be given an armband for identification. Please review the information on the armband and ensure it is all correct. All of your healthcare providers should check your armband as part of your identification.
- ❖ For your safety, all of your healthcare providers should ask the kind of surgery you are having and the exact location (on your body) where you will be treated.

Your healthcare providers ask these questions to ensure that the information that you provide matches the information within our documents. If it does not, they will stop and get clarification to ensure that everyone (including you) are in agreement before proceeding.

When your healthcare providers ask you these questions, they are **verifying** for your safety.

Before you are taken to the operating or procedure room, the surgeon should place a mark very near the proper procedure location.

If at any time you have questions or concerns, please **SPEAK UP!**

— Over Please —



Prevention of Infection

For your safety and to help control the spread of infection, the facility temperature should be maintained below 73°F. We do not want you to be cold, so please let us know if you would like warm blanket(s).

Hand hygiene has been shown to be the most effective way to prevent the spread of infection. **For your safety, you should expect every healthcare provider to wash their hands or use hand foam sanitizer** before providing you with any care or performing any tests. If you do not see your healthcare provider perform proper hand hygiene or if you are unsure, please **SPEAK UP!**

Preventing Medication Errors

For your safety, before administering any medication to you, your healthcare provider should ask: your name, for an additional identifier (such as your date of birth), if you have any allergies, and check your arm-band.

Your healthcare provider should tell you the name of the medication that you are receiving.

Before you go home, you should be given a list of your medications and any new prescriptions that your doctor has written for you.

If you have any questions or concerns about your medications, please **SPEAK UP!**

Preventing Falls

For Your Safety:

- ❖ We will make sure that you are wearing non-slip foot coverings while you are awake
- ❖ We will accompany you to the restroom
- ❖ We will ensure that you have assistance getting dressed
- ❖ We will require you to have assistance when getting in or out of bed
- ❖ We will escort and assist you to your car using a wheelchair

If you need assistance at any time, please **SPEAK UP!**

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When will I find out how much I owe?

Prior to your procedure, a patient financial advocate from our business office will verify your insurance. You will receive a call 1-3 days prior to your procedure to let you know your estimated responsibility. This estimate is based on the procedure(s) your physician has scheduled and the type of insurance plan you have.

It is important to remember that this is an estimate. Sometimes things change and additional or fewer procedures may be performed than when your doctor's office scheduled your procedure. These changes can affect your financial responsibility.

What are copays, coinsurance, or deductibles?

Deductible

A fixed dollar amount during the benefit period (usually one year) that you are required to pay before your insurance starts to make payments for covered medical services. Plans may have both per individual and family deductibles.

Copay

A form of medical cost sharing in a health insurance plan that requires you to pay a fixed dollar amount when a medical service is received. Your insurance is responsible for the rest of the reimbursement. There may be separate copayments for different services. Some plans require that a deductible first be met before a copayment applies.

Coinsurance

A form of medical cost sharing in a health insurance plan that requires you to pay a stated percentage of medical expenses after the deductible amount (if any) was paid. Once any deductible amount and coinsurance are paid, then your insurance is responsible for the rest of the reimbursement for covered benefits up to the allowed charges.

How can I pay for my procedure?

Payment is due prior to your surgery; usually on the day of your procedure during the check-in process. Payments include your deductible, co-pay, and any coinsurance. We accept cash, check, and credit or debit cards. Payment can also be made via our website www.mhsc-pinecroft.com.

Can I finance my procedure?

Yes, we provide several options to finance your care through Surgicare Financing. Including:

CareCredit

- ❖ CareCredit is a credit card issued exclusively for use in paying your health care expenses. You can apply for a CareCredit card to cover the facility portion of your bill at participating surgical facilities.
- ❖ You must be approved to sign up for this program.
- ❖ Depending on the cost of your procedure you may choose between 6 and 18 month no interest financing.
- ❖ All plans require monthly payments.
- ❖ To apply visit www.carecredit.com or call 800-677-0718

I received my Explanation of Benefits (EOB) and it listed that I paid more than my patient responsibility. How can I get a refund?

The amount collected prior to your procedure is our best estimate at the time. If after the procedure, we discover that you have over paid us, we will issue you a refund. If you paid via CareCredit, we will issue the refund directly via your CareCredit account. Please call our billing office at 832-823-5156 if you have questions.

Please remember that some procedures not covered by your insurance will not be reflected in your patient responsibility of your explanation of benefits. These can include Platelet Rich Plasma Injection (PRP: \$200), Bone Marrow Aspiration (BMA: \$1000), as well as Astigmatism and Presbyopia packages.

Aside from the surgery center, what other bills might I receive?

The majority of our patients' bills will consist of the physician fee (what you pay your doctor's office), the facility fee (what you pay Memorial Hermann Surgery Center Pinecroft), and the anesthesia fee (what you pay for the anesthesiology provider). For some patients, depending on the procedure, you may also receive a lab bill (if biopsies were taken of any tissue specimens during your procedure).

If you have questions regarding any bills from Memorial Hermann Surgery Center Pinecroft, please call 832-823-5866.

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Do not eat or drink anything after midnight the night before your procedure (no gum, candy, water, ice, food, tobacco, or liquid of any kind).

If you take daily medications, you will be instructed about which medications can be taken with a sip of water on the day of surgery.

Do not wear any moisturizers, creams, lotions, colognes/perfumes, make-up (especially eye make-up), or anything that will leave a film on your skin.

If you wear contacts, either wear your glasses, or you MUST bring your contact case with you so you can remove contacts prior to surgery.

Wear comfortable, loose-fitting clothing.

Do not bring jewelry or other valuables with you. All jewelry must be removed prior to surgery including all piercings. If you have a ring that you can not remove, please have a jeweler remove it. This is for your safety.

Do not wear any hair clips/pins.



Check in at the Registration Desk at the time provided to you by your physician's office or the pre-assessment nurse.

Bring your Drivers' License (picture ID) and Insurance Card with you.

If you have been contacted regarding your financial responsibility, please be prepared to pay the full amount during the check-in and registration process. Any special financial arrangements must be made prior to the day of surgery.

Bring a responsible family member or friend over the age of 18 years to drive you home. We are NOT allowed to release you to a taxi or any other kind of transportation service alone.

All women between the ages of 16 – 50, please be aware that you will be required to provide a urine sample upon arrival to Pre-Op Area.

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Will I be contacted prior to my surgery by the facility?

Yes. You will be contacted 1-3 business days prior to surgery by a member of our healthcare team. This call will include a routine health assessment, instructions for the day of surgery, and answers to any questions you may have. You will also be contacted by someone in our business office to address financial matters such as your responsibility for co-payments and deductibles.

What tests are required prior to my surgery?

Any pre-operative tests will be determined by your surgeon or anesthesiologist and communicated to you prior to the date of your surgery.

If you experience any health changes between your most recent visit with your surgeon and the date of surgery, please notify your surgeon immediately.

What should I bring?

- ❖ You must bring photo identification and your insurance card(s).
- ❖ If a member of our healthcare team has not spoken with you, then please bring a list of all your medication and dosages on the day of surgery.
- ❖ Payment of your patient responsibility (e.g. co-payment or deductible).
- ❖ Please do not bring jewelry or other valuables.

Should I arrange for transportation?

Yes. You will not be allowed to drive home after surgery. Please arrange for an adult to accompany you on the day of your procedure. Anesthesia requests this person remains in the facility throughout your procedure. Since you will have anesthesia and/or pain medication, then for your safety, we cannot allow you to drive a car or take a Taxi/Uber alone.

What may I eat and drink before surgery?

Unless specifically instructed otherwise, do not eat or drink after midnight (no gum, candy, water, ice, food, tobacco, or liquid of any kind). It is very important that you follow these instructions. If you do not, your surgery may be delayed or cancelled.

Should I take my routine medications on the day of surgery?

You will be given instructions regarding medications by your physician or a pre-op nurse. Also, as noted above, please be prepared to list all medications, including name and dosage.

Are there special considerations for a child having surgery?

We realize that surgery can be a new experience for you and your child. If your child would like to have a stuffed animal or security blanket for added comfort, feel free to bring these items on the day of surgery. In the case of young children having surgery, it is best to have someone along with the driver to help care for the child on the trip home.

WHAT TO EXPECT THE DAY OF YOUR SURGERY

When should I arrive?

You will receive instructions regarding arrival time during your pre-operative phone call. It is important that you arrive at the designated time. When you arrive check in at the front desk by inputting your name into the iPad. All patients are asked to arrive at the Surgery Center an hour and a half to two hours prior to their surgery start time to ensure the patient is ready when their surgeon arrives.

What will happen when I first arrive at the facility?

When you arrive at the facility you will be registered by a member of our business office staff. The admission process only takes approx. 15-20 minutes depending on additional questions you may have. During the registration process, we will verify all of your key information and collect any patient responsible payment.

What should I wear?

For your comfort, we encourage you to wear clothing that can be easily removed and stored. Please avoid wearing any jewelry, piercings, and cosmetics, and leave contact lenses at home or bring your lens case with you.

What happens after I register?

A nurse will conduct a pre-operative assessment that will include taking your vital signs and starting an IV, if one is required for your procedure. The anesthesia provider will speak with you to review all pre-operative information and discuss your anesthesia. Our staff will keep your family and friends informed of your progress and they will be with you as much as permitted during your stay.

What can I do to help ensure that I have the proper procedure on the correct surgical site?

Your safety is our primary concern. Our entire healthcare team will follow rigorous guidelines regarding site identification and procedure confirmation. National Patient Safety Goals have been developed which require your involvement too. You will be asked numerous times to confirm both the procedure you are having and the surgical site. You should take a very active role in all discussions with your physician, your anesthesia provider, and our staff regarding the identification of your procedure and your care. In most cases, your surgeon will mark the site prior to your procedure.

Will I see my physician prior to surgery?

Most likely. The nature of most procedures will require that you and your physician confirm both the specific type of procedure you are having as well as the surgical site of that procedure.

How long can my family stay with me prior to my procedure?

This will depend upon a number of factors; however, we believe that familiar faces can assist in reducing anxiety about the procedure. Please do not hesitate to inform the nurse that you would like a friend or family member to be with you as much as possible during your stay.

WHAT TO EXPECT REGARDING YOUR ANESTHESIA

Are there different kinds of sedation or anesthesia?

Yes. There are five different categories of sedation and anesthesia: Conscious Sedation, General, Regional, Monitored Anesthesia Care, and Local Anesthesia. Regardless of the type of sedation or anesthesia that you receive, special anesthetic agents and techniques are used to provide a safe procedure and speedy recovery. Your physician or anesthesia provider will discuss anesthesia and sedation with you before surgery.

Will I receive any sedatives before surgery?

You, your surgeon, and your anesthesia provider will develop an anesthetic care plan. This plan may include pre-operative sedation and other medications if necessary.

What are the risks of anesthesia?

All surgical procedures and all anesthetics have risks. These risks are dependent upon many factors, including the type of surgery and the medical condition of the patient. Your anesthesiologist will assess you pre-operatively and every precaution will be taken to minimize your risk. We routinely see minor symptoms such as nausea and vomiting, sore throat, dizziness, tiredness, headache, muscle aches and pain, most of which are easily treated. Please feel free to discuss any questions with your anesthesia provider.

Why must I refrain from eating and/or drinking prior to surgery?

It is important to refrain from eating and/or drinking (including gum, candy, ice, food, tobacco, or liquid of any kind) prior to surgery in order to minimize certain risks during your surgery. Specific instructions regarding eating/drinking may be provided to you prior to your procedure. It is very important that you follow the provided instructions. If you do not your surgery may be delayed or cancelled.

Will I be billed separately by the anesthesiologist?

Yes. You will receive a separate bill from your anesthesia provider if anesthesia was administered.

WHAT TO EXPECT AFTER YOUR SURGERY

How long will I stay after my surgery?

The amount of recovery time varies. After your procedure a nurse will monitor your vital signs and make sure you are alert and stable. You will be sent home as soon as our healthcare team feels it is safe to discharge you from the facility.

How will my pain be managed?

The management of your pain is of great importance to us. We will be assessing your pain level from the time of admission until you receive our post operative call at home. During your stay at the facility you will be repeatedly asked to describe your pain. We will often use a combination of different options to help make you comfortable, choosing from oral medications, intravenous medications, nerve blocks, injection of local anesthetic during the surgery, etc. Prior to the surgery, the management of your pain should be discussed with both your anesthesiologist and surgeon. Please feel free to mention any concerns or fears you may have. Remember that information on pain management gives you the appropriate expectations and hence a more comfortable recovery. It is important to follow instructions regarding your post operative pain medication closely. Many pain medications take 20 to 30 minutes to begin to work. For best results, the pain medication should be taken before the pain becomes too strong.

Can my family be with me after surgery?

Yes. After surgery you will be taken to a recovery area. A nurse will monitor your vital signs and make sure you are comfortable. Once you are awake and alert your family will be invited to the recovery area. Special arrangements are made for children having surgery.

What will happen if I am not well enough to go home?

Admission to a hospital from a surgery center happens occasionally. In certain circumstances, your physician or anesthesiologist may determine that you need to be transferred to a hospital for additional post operative care.

What can I eat when I get home?

Your surgeon may have specific recommendations for your diet after surgery. We generally suggest that you eat lightly after surgery and strongly encourage you to drink plenty of fluids. You should avoid alcoholic beverages.

What if I am not feeling well once I get home?

If you are in serious pain or exhibit warning symptoms described in your discharge instructions, please call your physician, go to the nearest emergency room, or call 911.

Patient Process



Scheduling -
Your surgeon will coordinate your case scheduling with our Surgery Center.

Medical Clearance -
Begin Pre-Admission on One Medical Passport. One of our Nurses will contact you to review your medical history to assess if diagnostic tests are required. Your case may be delayed until this process is complete.

Financial Clearance -
You will receive a call 1-3 days prior to your procedure to let you know your estimated responsibility. This is an estimate. You may owe more after your insurance processes all of your claims.

Communication Promise: Upon confirmation of your surgery date, you will begin to receive text message alerts to keep you informed.