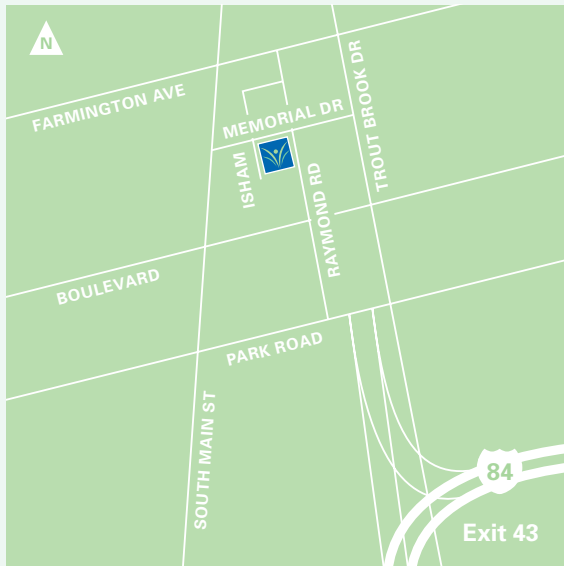


HOW TO GET HERE.

From I-84 East or West

Take Exit 43 – West Hartford Center, Park Road. Merge into the far left lane. At the end of the exit ramp take a left onto Park Road. Take your first right at the light onto Raymond Road. Go to the second traffic light and take a left onto Memorial Road. Take the first left onto Isham Road and proceed into the Memorial Parking Garage. Follow the Surgery Center Parking signs directing you to our lower level parking. West Hartford Surgery Center is located on the 5th Floor, Suite 500.



 HARTFORD HOSPITAL

65 Memorial Road
Suite 500
West Hartford, CT 06107
(860) 586-8655
www.hartfordhospital.org



 HARTFORD HOSPITAL

THE MOST ADVANCED
TECHNOLOGY —
AND THE VERY BEST
PERSONALIZED CARE.

Welcome to our new technologically advanced surgery center, a warm and friendly place designed for your safety and comfort. We are pleased that you and your physician have chosen us for your procedure.

Working closely with your physician, our superb health care team — highly qualified anesthesiologists, registered nurses and clinical support staff — will develop a personalized plan of care for you to improve your health and well-being. So take a breath. Relax. And rest assured that you are in good hands and will receive the best health care possible.

PREPARING FOR YOUR PROCEDURE

Before your scheduled procedure, a nurse will contact you at home to tell you what time to arrive. We will ask you questions about your medical history and what medications you may be taking. Please feel free to ask the nurse any questions you may have at the time. If you will not be available by phone the day before surgery or have not been reached by 3 p.m. the day prior to surgery, please call the Center at (860) 586-8655 between 8 a.m. – 5 p.m. and ask to speak to a nurse. We will at this time provide directions to our "surgery center only" parking.

FOR YOUR SAFETY

You must not eat or drink anything, including water, alcohol, gum or hard candy after midnight of the night before your procedure unless instructed otherwise by a doctor or nurse. We may postpone your procedure if you do not follow these instructions.

You might be told to take some of your medications. If you are asked to do so, take them with a small amount of water (1-2 ounces).

SOME HELPFUL REMINDERS:

- > We encourage you to ask a family member or friend to be with you before and after surgery.
- > You should arrange to have a responsible person drive you home and stay with you overnight. If this is not possible, please call us so that we can help you make other arrangements.
- > Because you may feel uncomfortable and need quiet time to recover, we encourage you to bring only one person with you during your stay.
- > Please notify your physician if you develop a cold, fever, infection or if there is any other change in your condition. He or she may wish to reschedule your procedure.
- > If you need to cancel your procedure for any reason, please let your physician know as soon as possible.
- > Patients 18 years of age or under must be accompanied to and from the Surgery Center by a parent or legal guardian.
- > If you are bringing your children with you, a parent or guardian must plan to stay with them throughout the day.
- > Leave all your valuables (this includes jewelry and money) at home. The center will not be responsible for any lost or misplaced valuables you choose to bring with you.

WHAT TO DO ON THE DAY OF YOUR PROCEDURE

Before you leave home, please remember to:

- > Leave all valuables (including jewelry and money) at home. The center cannot be responsible for them.
- > Remove all body piercings.
- > If you wear glasses, a hearing aid or other sensory devices please bring them with you.
- > It is helpful if you wear comfortable casual clothing that can be easily removed and shoes with low heels.
- > Bring a list of all medications you take on a routine basis.
- > Please bathe or shower on the day of your surgery. Do not wear any make-up, hairspray, lotions or oils. If you are having hand or foot surgery it is best to remove your nail polish.
- > Follow your fasting instructions given to you by our nurse. You are allowed to brush your teeth but please no swallowing of water. And please, NO mints or gum.
- > If you wish, bring a book or handwork to help pass the time.
- > You will be required to pay the co-pay/deductible on your policy. We accept cash, checks, Master card, Visa and Discover.
- > We will need a copy of your drivers license and insurance card at the time of admission.

ARRIVING AT THE WEST HARTFORD SURGERY CENTER

Please arrive promptly and go to Suite 500, 5th floor where you will register. You will be asked to present your driver's license, insurance card and pay your co-pay/deductible at this time.

After completing the required documents, you can relax in the waiting area.

You will be changing into a comfortable gown and slippers in preparation for the procedure. At this time the nurse will review your medical information, check your vital signs (temperature, pulse and blood pressure) and explain what will be happening during your visit.

Your physician and / or anesthesiologist will visit with you to answer any last minute questions.

FOLLOWING YOUR PROCEDURE

After your procedure you will rest in the comfortable environment of our recovery room where our professional staff will continue to monitor your care.

When your surgeon or anesthesiologist determines that you are ready to go home, your nurse will review your home care instructions with you and/or the person who will be accompanying you home. Be sure that you understand your instructions and ask any questions before you leave. We will give you a copy to take with you along with a list of medications you received while at the center.

You will be discharged from the West Hartford Surgery Center at the nested parking area under our building marked for "surgery center patients only." You may not drive yourself home if you have had anesthesia. You must arrange for someone to take you home. The anesthesia may make you feel somewhat dizzy or sleepy for several hours after your procedure.

After your procedure, the first 24 hours are important to your recovery. Remember that your body will need some time to adjust. Plan to pamper yourself and avoid any strenuous activity.

THINGS TO REMEMBER:

- > If you have not been contacted before the day of surgery please call:
West Hartford Surgery Center at 860 586-8655
- > Arrange for transportation home with a relative or friend.
- > Do not eat or drink anything after midnight on the night before your procedure unless instructed otherwise.
- > Do not bring valuables or money.
- > Bring cash, a check or credit card to make payment on your co-pay/ deductible.
- > Bring your drivers license and insurance card at the time of admission so that we can make a copy for our records.
- > Wear comfortable, easily removable clothing and low heels.
- > Arrive on time.
- > Do not drive, drink alcoholic beverages, operate machinery, make important decisions or sign any important legal documents for at least 24 hours after your procedure.
- > Do not take any medications except those prescribed by your physician for at least 24 hours after your procedure.

- > Do not drive a car or operate heavy equipment for at least 24 hours after your procedure.
- > Call your physician after the procedure if you have any problems or changes in your condition that you were not expecting.
- > Call 911 or report to your nearest emergency facility if you have any reaction such as excessive bleeding, difficulty breathing or an extensive rash from any medication prescribed after your procedure.
- > You will be given a patient questionnaire following your procedure. Please take the time to fill this out and return to us; your response and comments help us to continually improve our service to our patients.

THE NEXT DAY

A nurse will call you the day after your procedure to check and see how you are doing. Please make sure that we have the correct telephone number in case you are not going to your own home. Please let the nurse know if you had any problems or questions. We will not leave a message on your answering machine unless you give us permission.

INSURANCE AND BILLING

If you have any questions regarding your bill, please do not hesitate to call us. If you have questions about your physicians' bill, please call his or her office directly. Your physician and anesthesiologist will bill you separately.

- > We bill your insurance company directly as a courtesy.
- > You are responsible for any co-pay/deductible, co-insurance or balance not paid by your insurance company. Co-pays will be collected upon registration the day of your procedure.
- > We accept cash, checks, Master Card, Visa, Discover and American Express.
- > Cosmetic surgery fee must be paid prior to the surgical procedure.

The West Hartford Surgery Center participates with most local and national commercial insurers, HMO's, PP)'s and workers' comp carriers. Call us if you are unsure of your coverage.

**Any questions, comments or suggestions?
Call us at 860 586-8655.**