

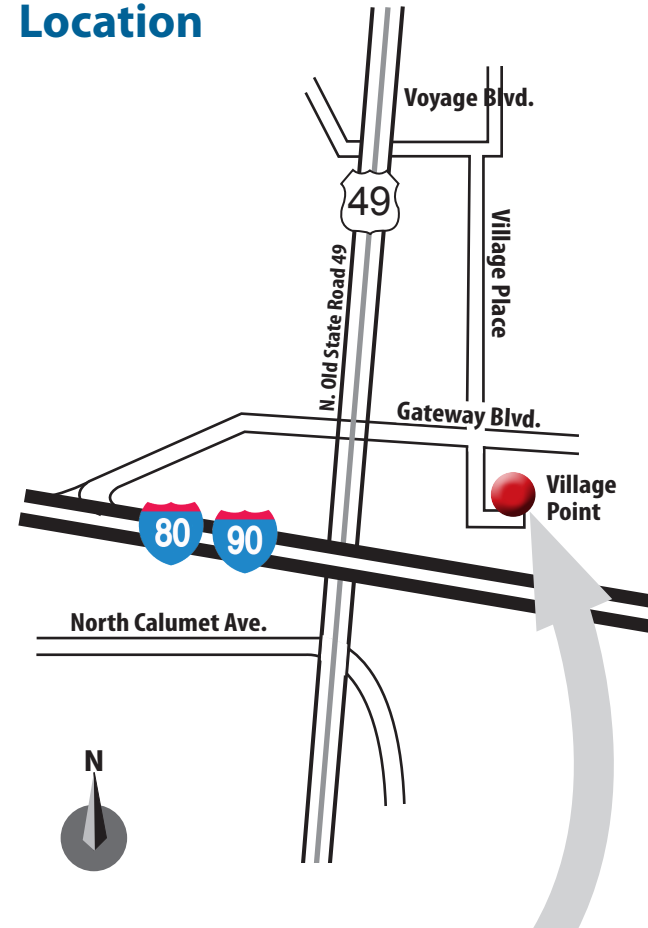
## Welcome

Welcome to Northwest Health Lakeshore Surgicare. The facility is designed, and our staff members are trained, to help make your surgery convenient and comfortable. The surgeons and anesthesiologists who practice here are the same as those who practice in a hospital setting. Finally, for your protection in the event of an emergency, we have the staff, equipment and protocols in place to help make a safe, immediate transfer to the hospital, if needed.

Most patients have some concerns when facing even relatively routine surgeries; this is normal and understandable. If you have questions or concerns about your surgery, please do not hesitate to discuss them with us. Your preparation and cooperation are important in the safety, success and recovery from surgery. This brochure may answer some of your questions. Please read it carefully, and feel free to ask more specific questions about preparing for and recovering from your surgery. Thank you.



## Location



**Quality surgical care, close to home.**

### Northwest Health Lakeshore Surgicare

3111 Village Point  
Chesterton, IN 46304  
219-983-1401  
Fax: 219-929-1408



## Quality driven

Northwest Health hospitals and outpatient facilities serve Jasper, Lake, La Porte, Newton, Porter and Starke counties plus surrounding areas. With more than 3,000 caregivers, Northwest Health is a leader in technology, innovation and quality patient care. We know the strength of an entire community depends on the health of every last individual in it. So our doctors, nurses and staff work tirelessly to offer the care you need, when you need it. Except we don't call it work – compassionate care is our calling.

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[NWHealthLakeshoreSurgicare.com](http://NWHealthLakeshoreSurgicare.com)

## Northwest Health Lakeshore Surgicare



**Northwest Health**  
Lakeshore Surgicare

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## Insurance and Billing

- Fees charged by Northwest Health Lakeshore Surgicare are in addition to your surgeon and/or anesthesia provider fees.
- You may be contacted by a Patient Accounts Representative before your surgery to go over any relevant insurance information and to answer any questions you may have.
- The Patient Accounts Representative can help obtain approval or pre-certification for your procedure, if necessary.
- If you do not have insurance or are paying cash for your surgery, you will be asked to submit payment on or before the date of your surgery, unless other arrangements have been made. You may also be asked to sign a financial agreement. Please remember that these arrangements are your responsibility and must be made prior to your surgery.
- If you have verified insurance, you will be asked to pay only your portion (your co-payment and/or deductible) on or before the day of surgery.
- We accept all major credit cards.
- We will bill your insurance provider for you. Any balance that your insurance provider does not cover is your responsibility.
- Hours: 8 a.m.-4:30 p.m., Monday – Friday.
- If you need to discuss special financial arrangements, please call 219-325-7673.
- If you have any other questions about your surgery, please call Northwest Health Lakeshore Surgicare at 219-983-1401.

## Several Days Before Surgery

- Gather relevant insurance information, including completed forms and your health plan insurance or Medicare card, and bring them with you the day of your surgery.
- Make certain that, if your health plan requires it, you have obtained approval or pre-certification for your surgery.
- You will receive a phone call and text message to complete an online medical history. In addition, reminder texts with instructions prior to surgery will be sent. A nurse will call if there are any questions or concerns regarding your medical history or if the online history was not completed.
- You will be contacted the day prior to surgery to inform you of your arrival time. Your arrival time is approximately one hour before surgery.
- Make dependable arrangements with a friend or relative to drive you home after your surgery. You will not be released to drive yourself home if you have had anesthesia or pain medication.
- Make arrangements for a friend or relative to stay with you for the remainder of the day and the night following your surgery.
- Make dependable arrangements for child care if you have children.
- If you are on medication, check with the surgeon to see whether you should take it the night or morning before your surgery.
- If you have any health changes prior to your surgery, such as minor elevations in your temperature, a rash, cold or cough, contact your surgeon immediately.
- If you suspect that you are pregnant, contact your surgeon; medications may be harmful to your developing child.

## Hours Before Surgery

- Do not put solids in your mouth after midnight. This includes gum, candy, lozenges, mints or antacids. Failure to follow these instructions may cause cancellation of your procedure.
- Do not eat or drink anything after midnight.
- When you brush your teeth, rinse your mouth without swallowing.
- Do not use any tobacco products the day of your surgery.
- Shower or bathe to minimize the chance of infection.
- Do not wear make-up.
- If appropriate, bring insulin or your inhaler with you.
- Wear loose, comfortable clothing to avoid pressure on your surgery site.
- Wear flat, preferably slip-on shoes.
- Jewelry is not allowed in the surgical room; please leave jewelry and valuables at home.
- If you wear contact lenses, bring your lens supplies and glasses.
- Bring relevant insurance information, including completed forms and your insurance or Medicare card.
- Arrange for someone to drive you home and stay with you for 24 hours.
- Bring a list of all medications you are currently taking. We will also ask you about any allergies you might have.
- For young children who are undergoing surgery, please bring a comforting toy, blanket, pacifier or bottle (for after surgery). For children under the age of 18, a parent or legal guardian must sign a surgery consent form.

## Day of Surgery

- Please arrive one hour ahead of your scheduled surgery, unless otherwise instructed.
- Check in at the Reception Desk, where we will review your insurance information.
- Please bring a photo ID, such as a driver's license and your insurance or Medicare card. You will be asked for your insurance co-pay or deductible payment unless prior arrangements have been made with our Patient Accounts Representative.
- If you have other questions or concerns, please notify the nurse who helps prepare you for surgery. He or she will answer your questions or have your doctor visit you before you go to surgery.
- When you are fully awake and alert and it is safe to do so, a staff member will go over specific instructions for your at-home care, and you will be discharged.
- Upon discharge, a friend or family member must take you home and should stay with you for 24 hours. You will not be released to drive yourself home if you have had general anesthesia, sedation or pain medication.