

Dear Patient,

Eagan Orthopedic Surgery Center is a physician-owned, state of the art outpatient surgery center that specializes in Orthopedic procedures. We take great pride in being a physician-owned surgery center with the goal of making every patient visit a positive experience. Our physicians, nurses, healthcare professionals, and administration are all actively involved in operational decision making to ensure that you receive the highest quality care and personalized service.

Eagan Orthopedic Surgery Center is licensed by the Minnesota Department of Health, is Medicare-certified, and has received accreditation through the Accreditation Association for Ambulatory Health Care.

When receiving care at Eagan Orthopedic Surgery Center, we request that outstanding charges be paid within the first month after receiving the first billing statement. It will be your responsibility to pay any amount not covered by your insurance company and/or considered not medically necessary. If you do not have insurance or if you have difficulty meeting the above payment requirements, please contact our **Billing Office at 952-456-7382**.

- **Insurance:** It is your responsibility to know your network coverage and benefits prior to surgery. We recommend contacting your insurance carrier to confirm this information. We will verify the insurance provided by your surgeon's team on the date of surgery, so please bring your insurance card with you.
- **Worker's Compensation:** We will ask you for the name of your worker's compensation insurance carrier, a name and phone number for your carrier's agent, the claim number, and your date of injury.
- **Auto insurance or liability insurance:** We will submit a claim to your auto or liability insurance carrier, but you are responsible for all charges and follow-up on these claims. Note that you will receive statements in addition to the claim submitted to your carrier.
- **Self Pay:** If you do not have insurance, our Billing Office will reach out to you shortly after your surgery scheduling to collect a down payment which we require for self pay procedures. Please do not hesitate to reach out to our Billing Office at 952-456-7382 if you have not made payment arrangements yet or need financial assistance.

In addition to receiving a bill from Eagan Orthopedic Surgery Center, you may receive bills from your surgeon's office and anesthesia providers. Please direct questions regarding a specific bill to the phone number listed on the bill. They will assist you with questions regarding payment and balances.

- 1. Eagan Orthopedic Surgery Center** – This facility charge includes nursing staff, technical staff, equipment, supplies, medications, and other items that were used during your stay with us.
- 2. Southdale Anesthesiologists, LLC.** - This professional charge is for the assessment, supervision, and administration of anesthesia by a medical doctor AND a certified nurse anesthetist before, during and after your procedure. Their billing office can be reached at 763-852-0400.
- 3. Infinite Health Collaborative (i-Health)** – Twin Cities Orthopedics is a division of i-Health and will charge for the professional services provided by the surgeon that performed your procedure. i-Health billing can be reached at 952-512-5625.

**\*Remember:** As the insured patient or guarantor, it is your responsibility to verify that all 3 organizations are in your plan's network and to verify coverage amounts. Please contact your insurance plan to verify coverage.

Through the teamwork of our physicians and staff, Eagan Orthopedic Surgery Center will do everything possible to make your surgical experience a positive one. We look forward to exceeding your expectations and providing you with outstanding care!

- The Physicians and Staff of Eagan Orthopedic Surgery Center

## **What to Expect for Your Surgery**

### **Arrival:**

Your visit at Eagan Orthopedic Surgery Center will start with checking in at our front desk. The staff will verify who you are, who your surgeon is, and what procedure you or your child is having. Note that for safety reasons we will confirm this with you multiple times throughout your stay. You will receive and sign paperwork ensuring you understand expectations for your procedure. We will confirm your insurance information as well.

Once this step is complete, the pre-operative area will be made aware that you are ready. Please keep in mind that there is more than one operating room and more than one surgeon, so you may not be called back to the pre-operative area in the order that you arrived to the facility.

### **Pre-op:**

When your room is ready, the nurse will take you back to the pre-operative area along with one visitor. Children are allowed to have both parents with them in the pre-operative room.

While in pre-operative area, the nurse will ask you about your medical history and ensure you are prepared and safe for surgery. You will change into a surgical gown. You will meet with your surgeon and the anesthesiologist (if applicable). This is a good time to ask questions you may have. This is also when any medications will be given and an IV will be started if needed. As appropriate, you may receive medication to help you relax and/or to numb the body part where your procedure will happen.

**If you are a female of menstruating age that has not had a hysterectomy, a urine sample will be collected in the pre-op area to test for pregnancy as a precaution.**

Prior to going to the operating room, an operating room nurse and a nurse anesthetist will meet with you in your pre-operative room, ensure you are consenting and ready for your procedure, and answer any questions you may have. They will bring you by chair or stretcher to the operating room where you may receive medication to put you to sleep or relax you. Parents are not allowed to go with their children to the operating room and must remain in the lobby during surgery.

### **During your Procedure:**

All visitors are welcome to wait in the lobby while the surgery is in progress. As the patient's surgery progresses, updates are tracked by a TV status board and text messages. Phone chargers, snacks, and beverages are available for your convenience. Please visit the front desk if you need anything while you wait.

### **Recovery:**

Once the surgery is over, the surgeon will speak to your visitor either by phone or in a consultation room. They will answer any questions and briefly go over any discharge instructions. Once you are in the recovery room, it may be several minutes before your visitor is brought back to see you. While in the recovery room your vital signs will be monitored, you will receive something to eat and drink, and medications may be given as needed.

While you are at Eagan Orthopedic Surgery Center, the staff will work with you to keep your surgical pain at a manageable level. After having surgery you should expect that there will be some pain or discomfort. While we cannot relieve all pain, our goal is to make the pain tolerable.

Once our anesthesiologist determines that you are ready to go home, we will review your discharge and medication instructions. These instructions will also be provided in written form to take home as well. You will receive a call the next business day to check how you are doing and answer any questions you may have.

Thank you for choosing Eagan Orthopedic Surgery Center, we look forward to taking care of you!

2700 Vikings Circle  
Eagan, MN 55121

## CONSENT FOR ANESTHESIA SERVICES

I understand that the type(s) of anesthetic technique to be used is determined by many factors including my physical condition, the type of procedure my doctor is to do, his or her preference, as well as my own desire. Sometimes an anesthesia technique may not succeed completely, and therefore another technique, including general anesthesia, may have to be used.

All forms of anesthesia involve some risks and no guarantee or promises can be made concerning the results of my procedure or treatment. **ALTHOUGH RARE, SEVERE UNEXPECTED COMPLICATION CAN OCCUR WITH EACH TYPE OF ANESTHESIA, INCLUDING THE POSSIBILITY OF INFECTION, BLEEDING, DRUG REACTIONS, BLOOD CLOTS, LOSS OF SENSATION, LOSS OF VISION, LOSS OF LIMB FUNCTION, PARALYSIS, NERVE DAMAGE, STROKE, BRAIN DAMAGE, BLINDNESS, SEIZURES, SHOCK, HEART ATTACK OR DEATH.** I understand that these risks apply to **ALL** forms of anesthesia and that additional or specific risks have been identified below as they may apply to a specific type of anesthesia.

<b>General Anesthesia</b>	Expected Result	Total unconscious state, possible placement of tube in the windpipe.
	Technique	Drug injected into the bloodstream, breathed into the lungs, or by other routes.
	Risks (include but not limited to)	Mouth or throat pain, hoarseness, injury to mouth or teeth, awareness under anesthesia, injury to blood vessels, vomiting, aspiration, pneumonia, scratches of the eye, nausea, damage to the vocal cords and or surrounding nerves
<b>Spinal Anesthesia</b>	Expected Result	Temporary decreased or loss of feeling and/or movement to lower part of the body.
	Technique	Drug injected through a needle/catheter placed either directly into the fluid of the spinal canal or immediately outside it.
	Risks (include but not limited to)	Headache, backache, buzzing in the ears, convulsions, infection, persistent weakness, numbness, residual pain, injury to blood vessels, "total spinal", nausea
<b>Nerve Block</b>	Expected Result	Temporary loss of feeling and/or movement of a specific limb or area.
	Technique	Drug injected near nerves providing loss of sensation to the area of the operation.
	Risks (include but not limited to)	Infection, convulsions, weakness, persistent numbness, weakness, pain, injury to blood vessels, failed block, nausea
<b>Intravenous Regional Anesthesia</b>	Expected Result	Temporary loss of feeling and/or movement of a limb.
	Technique	Drug injected into veins of arm or leg while using a tourniquet.
	Risks (include but not limited to)	Infection, convulsions, persistent numbness, residual pain, injury to blood vessels, nausea.
<b>Monitored Anesthesia Care</b>	Expected Result	Reduced anxiety and pain, recall of operating room events is possible and acceptable, pain is usually controlled with numbing medicine
	Technique	Drug injected into the bloodstream, breathed into the lungs, or by other routes, producing a semi-conscious state.
	Risks (include but not limited to)	An unconscious state, awareness, depressed breathing, injury to blood vessels, aspiration, nausea.

Anesthesia services will either be administered by an Anesthesiologist alone, or more typically through an anesthesia care team, which includes Certified Registered Nurse Anesthetists under the supervision of an Anesthesiologist. All anesthesia providers are credentialed to provide anesthesia services at the health facility.

I understand the importance of providing my health care providers with a complete medical history, including the need to disclose any medication that I am taking, both prescription and over the counter. I also understand that my use of herbal remedies, alcohol or any type of illegal drug may give rise to serious complication and must also be disclosed. I further understand that I should also disclose any complication that arose from past anesthetics. **If I have any questions about my options or risk, I am expected to ask the Anesthesiologist.**