

Waverley Surgery Center



Patient and Family Information



welcome to

WAVERLEY SURGERY CENTER

We appreciate the trust you and your physician have placed in us for your outpatient surgical needs. We are dedicated to making your brief stay a safe, convenient and positive experience. Our surgical expertise and advanced technology provides you with faster recoveries, better outcomes and superior care. Beyond our surgical expertise, you'll find our team is genuine and caring. After all, we understand we are here for you. If you have any questions or concerns, please do not hesitate to ask any one of us.

We offer:

- A dedicated team of professionals who are experienced in the latest advances in ambulatory surgical care
- AAAHC accreditation and Medicare certification
- Complimentary valet parking and convenient location off of University Avenue in downtown Palo Alto

WHERE TO FIND US

Waverley Surgery Center
400 Forest Avenue
Palo Alto, CA 94301
650-324-0600
www.waverleysurgery.com



Instructions
in this booklet
will help you
prepare for
your surgery.



Please arrive at Waverley Surgery Center

on

.....

at am/pm



**Waverley Surgery
Center**

in advance

IN ADVANCE OF SURGERY

HAVE YOU ASKED YOUR DOCTOR THESE QUESTIONS?

- Are there any specific instructions regarding what to eat or drink before or after my operation?
- When may I shower after surgery?
- When and how should I change the dressing?
- What should I expect the week following my surgery?
- Are there any signs or symptoms I should be aware of following my surgery?
- When may I resume normal activities?
- Who should I contact if I have any questions after my surgery?

MEDICATIONS

Talk to your doctor in advance about any medications you may be taking. If your doctor gives you a prescription for pain medication, it is best to have it filled prior to your surgery. Please let your doctor know if you are an insulin-dependent diabetic or have a latex allergy. To expedite your admission process, please bring a list of all your medications to the center. The list should include prescription and over-the-counter medications as well as vitamins, herbs and diet supplements with doses.

Please avoid aspirin, ibuprofen (Motrin or Advil), naxprofen (Aleve, Anaprox, Naprosyn) or any anti-inflammatory medications at least one week before your surgery. If you are taking Plavix, Coumadin, Warfarin, Lovenox, Heparin or any other blood thinners, please follow your surgeon's directions about when to stop them. If you have not stopped these medications, notify your surgeon.

Your physician may be one of the owners of Waverley Surgery Center. If you have any questions about whether your physician has an ownership interest in the Surgery Center, or you would like to have your surgery performed at another facility, please discuss this with your physician.

TRANSPORTATION AND PARKING

Complimentary valet parking is available underneath the surgery center off Waverley Street. An adult must drive you home and should stay with you for 24 hours following surgery. If you have young children, arrange in advance for their care as well. You may take a taxi if an adult accompanies you, or you may hire a medical transport company if they provide at-home care once you are discharged from our facility.

PERIOPERATIVE PHONE CALL

If you are having surgery, our staff will attempt to call you 1–3 days before your procedure to review your health history. If we are unable to reach you, our nurses will request this information when you check in for surgery.

INSURANCE AND BILLING

The Surgery Center will receive information about your insurance coverage from the physician's office prior to your arrival. On the day of surgery, please bring your health insurance card(s) for verification. Please also bring a photo ID and form of payment (credit card, cash or money order). Charges incurred from the Surgery Center facility will be billed separately from the charges incurred from your physician, anesthesiologist, pathologist, radiologist and for implants (if applicable). Patient responsibility is due on the day of surgery, so please be aware of your co-pay and/or deductible responsibility. If you have any billing questions, contact the Surgery Center Business Office at 650-324-0600.

Waverley recognizes its obligation to remain flexible in financial matters. In the event that any of the above conditions cannot be met, please contact us prior to your procedure so we can plan to make other financial arrangements.

night before

THE NIGHT BEFORE YOUR SURGERY

FOOD AND DRINK

Your doctor will instruct you to do one of the following:

- Adults and children should not eat any food/solids after 10 p.m. the night prior to surgery. You may have clear liquids up until 2 hours prior to your procedure. Clear liquids include water, fruit juices without pulp, 7-Up, ginger ale, and coffee or tea without milk.
- Formula must be stopped 6 hours prior to surgery. Infants and children should have no breast milk for 4 hours prior to surgery. Clear liquids may be continued up until 2 hours prior to surgery.
- Patients undergoing a pain medicine procedure who require sedation should not eat solid food, but may drink clear liquids up to 2 hours prior to the procedure.
- Patients scheduled for a colonoscopy should follow the specific prep instructions provided by their physician. Patients scheduled for an upper endoscopy should not eat food/solids or drink non-clear liquids six hours prior to their procedure. These patients may have a light meal (e.g., plain toast and clear liquids) six hours prior to their procedure. All patients should follow specific instructions provided by their physician regarding clear liquid intake prior to their procedure.
- All patients should refrain from smoking after midnight the day of surgery.

Check with your doctor in advance regarding which eating and drinking instructions apply to you.

THE DAY OF SURGERY

day of

MEDICATIONS

If you normally take blood pressure, heart or seizure medication in the morning, take it with a sip of water on the day of your surgery as directed by your physician. Do not take any diabetic medications or use insulin the morning of surgery unless specifically instructed to do so by your anesthesiologist. If you use an inhaler or migraine medication, please bring them with you to the Surgery Center.

ATTIRE

Please wear loose, freshly laundered clothing to ensure your comfort. Please do not bring any valuables with you, with the exception of a method of payment if necessary. Please refrain from using lotion, oils or perfumes after bathing, and remove nail polish if you are having hand or foot surgery.

BRING

If applicable, please also bring the following items with you on your day of surgery:

- Hearing aids and cases for dentures
- Glasses and case (in place of contacts)
- Crutches, podiatry shoes or an ice machine, if necessary
- A copy of your advance healthcare directive, if applicable

day of, continued

ARRIVAL

Check in with the receptionist when you arrive at the Surgery Center, and have a seat in the waiting area until a nurse calls your name. Delays can sometimes occur in our schedule; if they do, we appreciate your understanding.

PREPARATION

A nurse will escort you to the pre-operative holding area, where you will be prepared for surgery. Here the staff will answer any questions you may have and provide any additional instructions you may need.

PEDIATRIC PATIENTS

A parent or legal guardian must remain at the Surgery Center at all times when a child under the age of 18 is having a procedure. You may be with the child before and after the procedure. Two adults should accompany the child home — one to drive and one to take care of the child.

RECOVERY

Following surgery you will be transferred to the recovery room for monitoring. The type of anesthesia you receive will determine your length of stay. We will evaluate your readiness for discharge before sending you home. Our goal is to get you home as soon as possible, so that you can be in a comfortable place for resting and recovering.



after

AFTER YOUR SURGERY

MANAGING YOUR PAIN

It is important to us that you are as comfortable as possible. Good pain relief can help you be more active and promote your recovery. We strongly suggest that you “stay ahead of your pain” by taking pain medications as your physician prescribes. When pain medication is taken correctly, your pain level is more manageable and you will avoid a rebound effect.

What can I do to receive good pain relief?

- Openly talk to your doctors and nurses about your pain
- Point to where the pain is located
- Describe how the pain feels: aching, throbbing or burning
- Rate your pain on a scale of 0 to 10, with 0 meaning no pain and 10 the worst pain you could imagine
- To understand our pediatric patients, the nursing staff may use the graphic below to provide comfort and relief:



WHEN YOU RETURN HOME

You may feel sleepy for 24 hours after surgery. This is normal due to the medications you received both during and after your surgery. An adult must drive you home and should stay with you for 24 hours following surgery. Rest should be your main focus at this time.

*Graphic is from Wong, DL, Hockenberry-Eaton M, Wilson D, Winkelstein ML, Ahmann E, DiVito-Thomas PA: *Whakey and Wong's Nursing Care of Infants and Children*, ed 6, St. Louis, 1999, Mosby, p. 1153.

visitor infor

GUIDELINES

Our goal is to make your visit here as pleasant as possible. For our patients' comfort, we ask that you follow these guidelines:

Latex (balloons) prohibited

Please refrain from bringing latex balloons into the Surgery Center, to minimize latex exposure for patients and staff who may be at risk for latex allergies.

Confidentiality

To protect private medical information, visitors will be given information about a patient's medical condition only if we have the patient's permission to do so.

If you plan to leave the Surgery Center

Please leave your cell phone number with the front desk staff and remember to leave your cell phone on, in case we need to contact you.



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RESOURCES

PHARMACIES

CVS - 352 University Ave in Palo Alto
650-324-3248

Walgreens - 300 University Ave in Palo Alto
650-326-3404

Walgreens - 2605 Middlefield Rd in Palo Alto
650-566-9723

CVS -2701 Middlefield Rd in Palo Alto
650-330-0132

ON-SITE

- Complimentary wireless Internet is available in our lobby for your convenience.
- Newly redesigned lobby featuring a private MD consult area

NEARBY

University Avenue in Downtown Palo Alto is only three blocks away from Waverley Surgery Center and offers a range of dining and shopping options.

Walking directions:

- Exit the surgery center and head southwest on Forest Ave. towards Waverley St.
- Turn right onto Waverley St.
- Continue onto Waverley St., cross Hamilton Ave and continue to University Ave.

prevention

HOW TO PREVENT SURGICAL SITE INFECTIONS

WHAT CAN I DO TO HELP PREVENT SURGICAL SITE INFECTION?

One of the greatest benefits of having your procedure at a surgery center is the avoidance of hospital-borne infections. MOST patients who have surgery do not develop an infection. However, infections can develop in about 1 to 3 out of every 100 patients who have surgery, so it is important to take precautionary steps.

BEFORE YOUR SURGERY:

- Tell your doctor about other medical problems you may have. Allergies, diabetes and obesity could affect your surgery and treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.
- Launder your towels, washcloths and bed sheets to ensure you have clean linens ready to use once you return home.
- On the day of your procedure, shower prior to arriving at the surgery center. Cleaning the skin helps kill germs.

AFTER YOUR SURGERY:

- Make sure your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your providers clean their hands, do not be embarrassed to request that they do so in front of you. Your safety and comfort is our top priority.
- Make sure you understand how to care for your wound before you leave the center.

AT HOME:

- Always clean your hands before and after caring for your wound. Wash your hands thoroughly with soap and water for at least 20 seconds. Don't forget your wrists, palms, back of hands, thumbs and under the fingernails.
- Keep your dressing clean and dry.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, please ask them to do so.
- Although pets provide great comfort, they carry a lot of germs and should not sleep in your bed while you are recovering.
- Make sure to eat plenty of healthy food and drink lots of fluids to promote healing.

PATIENT'S RIGHTS AND NOTIFICATION OF PHYSICIAN OWNERSHIP

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE OR SURROGATE IN ADVANCE OF THE PROCEDURE/SURGERY.

PATIENT RIGHTS

- To ensure that the rights and responsibilities of patients are communicated and respected throughout the patient's care experience at the surgery center.
- Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for his/her care.
- To be treated with respect, consideration, and dignity.
- To be provided with appropriate personal privacy, care in a safe setting and freedom from all forms of abuse and harassment.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other healthcare providers who will see him/her.
- To be informed of their right to change providers if other qualified providers are available.
- Receive information from his/her physician about your illness, his/her course of treatment and the prospects for recovery in a manner that will be understood by the patient and/or patient representative/surrogate.
- Receive as much information from your physician about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies this information shall include a description of the procedure or treatment, the medically significant risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
- Actively participate in decisions regarding his/her medical care to the extent permitted by law; this includes the right to refuse treatment or change his/her primary physician.
- Disclosures and records are treated confidentially, except when required by law, patients are given the opportunity to approve or refuse their release.
- Information for the provision of after-hour and emergency care.
- Information regarding fees for service, payment policies and financial obligations.
- The right to decline participation in experimental or trial studies.
- The right to receive marketing or advertising materials that reflect the services of the center in a way which is not misleading.
- The right to express concerns and receive a response to inquiries in a timely fashion.
- The right to self-determination including the right to accept or to refuse treatment and the right to formulate an Advance Healthcare Directive and understand the facility's policy and state regulations regarding Advance healthcare Directives.
- The right to know and understand what to expect related to their care and treatment.
- Access protective and advocacy services or have these services accessed on the patient's behalf.

- When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- Be advised of the facility's grievance process, should the patient or patient's representative or surrogate wish to communicate a concern regarding the quality of the care he or she receives. Notification of the grievance process includes: whom to contact to file a grievance, and that he or she will be provided with a written notice of the grievance determination that contains the name of the facility's contact person, the steps taken on his or her behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- To leave the facility even against the advice of his/her physician.
- To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
- To be informed of any research or experimental treatment or drugs and to refuse participation without compromise to the patient's usual care. The patient's written consent for participation in research shall be obtained and retained in his/ her patient record.
- To have appropriate assessment and management of pain.
- Be advised if the physician has a financial interest in the surgery center.
- (IF APPLICABLE) Be advised as to the absence of malpractice coverage.
- Regarding care of the pediatric patient, to be provided supportive and nurturing care which meets the emotional and physiological needs of the child and for the participation of the caregiver in decisions affecting medical treatment.

PATIENT RESPONSIBILITIES

- Provide complete and accurate information to the best of your ability regarding your health, past illnesses, hospitalizations, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Ask for an explanation if you do not understand papers you are asked to sign or anything about your own or your child's care.
- Gather as much information as you need to make informed decisions.
- Follow the care prescribed or recommended for you or your child by the physicians, nurses, and other members of the health care team.
- Respect the rights and privacy of others.
- Assure the financial obligations associated with your own or your child's care is fulfilled.
- Take an active role in ensuring safe patient care. Ask questions or state concerns while in our care. If you don't understand, ask again.
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- Inform the center and physician about any Advance Directives that could affect your care.
- Keep appointments and notify the physician or facility when unable to do so.
- To be respectful of all the healthcare professionals and staff, as well as other patients.
- In the case of pediatric patients, a parent or guardian is responsible to remain in the facility for the duration of the patient's stay in the facility. The parent or legal guardian is responsible for participating in decision making regarding the patient's care.

IF YOU NEED AN INTERPRETER

If you will need an interpreter, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

RIGHTS AND RESPECT FOR PROPERTY AND PERSON

THE PATIENT HAS THE RIGHT TO:

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is, or fails to be, furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

PRIVACY AND SAFETY

THE PATIENT HAS THE RIGHT TO:

- Personal privacy
- Receive care in a safe setting
- Be free from all forms of abuse or harassment

STATEMENT OF NONDISCRIMINATION

- Waverley Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
- Waverley Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
- Waverley Surgery Center respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.
- Waverley Surgery Center 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

ADVANCE DIRECTIVES

You have the right to information regarding Advance Directives and this facility's policy on Advance Directives. Applicable state forms will be provided upon request.

The surgery center is not an acute care facility; therefore, regardless of the contents of any advanced directive or instructions from a health care surrogate, if an adverse event occurs during treatment, patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by the physician and family. If they have been provided to the surgery center, a copy of the patient's Advanced Directives will be sent to the acute care facility with the patient. If the patient or patient's representative wants their Advance Directives to be honored, the patient will be offered care at another facility that will comply with those wishes.

COMPLAINTS/GRIEVANCES

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

Julia De La O, Clinical Administrator

Waverley Surgery Center

400 Forest Ave

Palo Alto, CA

650-324-0600

You may contact the state to report a complaint:

California Department of Public Health

San Francisco District Office

150 North Hill Drive, Suite 22

Brisbane, CA 94005

Phone Number: (415) 330-6353 or (800) 554-0353

State Web site: <https://www.cdph.ca.gov/>

COMPLAINTS/GRIEVANCES, continued

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman.

Medicare Ombudsman Web site: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Medicare: www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)

Office of the Inspector General: <http://oig.hhs.gov>

This facility is accredited by the **Accreditation Association for Ambulatory Health Care (AAAHC)**. Complaints or grievances may also be filed through AAAHC:

5250 Old Orchard Road, Suite 200

Skokie, IL 60077

(847) 853-6060 or email: info@aaahc.org

PHYSICIAN FINANCIAL INTEREST AND OWNERSHIP

The center is owned, in part, by the physicians. The physician(s) who referred you to this center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

THE FOLLOWING PHYSICIANS HAVE A FINANCIAL INTEREST IN THE CENTER:

Dirk Diefendorf, Christian Foglar, Kenneth Goranson, Jerome Hester, Jeffrey Kliman, Peter Levin, Susie Liu, Umang Mehta, Sinda Mein, Tu Nguyen, Richard Novak, Joseph Roberson, David Shields, Winston Vaughan, Harvey Young and Paul Yun

WAVERLEY SURGERY CENTER

400 Forest Ave
Palo Alto, CA 94301
(650) 324-0600

STAY CONNECTED

We would like to sincerely thank you for the opportunity to participate in your care. We hope your experience with us was a pleasant one. Following your procedure, we would love to keep communication open. Every business has room for improvement, and we count on feedback from patients to improve the quality of care we offer.

Waverley Surgery Center has partnered with Press Ganey to distribute our patient satisfaction surveys. Patients are randomly selected and will receive either a paper or email patient survey. Any information you provide is secure and confidential. Your information will not be provided to third-party vendors or be used for any purposes other than monitoring patient satisfaction.

Our Mission Statement

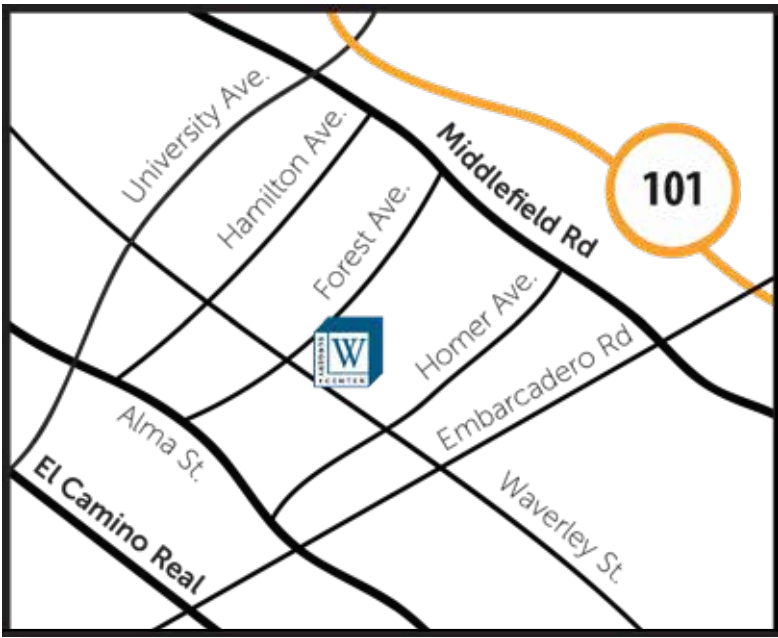


We do the right thing, every time...

For our **patients**,
For our **employees**,
For our **physicians**



We love to hear from you! Find us on
Facebook and join the conversation online.



We hope that you will be pleased with the quality, cost and convenience of the services we provide. Ambulatory Surgery Centers are efficient and cost-effective alternatives for surgeries not requiring hospital admission. Compared with a hospital setting, outpatient facilities offer patients more expedient recoveries in a relaxing environment. If you need additional information or have questions not covered in this brochure, please do not hesitate to ask our staff for assistance. We are happy to help in any way we can.

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