



Preparing For Your Surgery

Welcome to Bascom Palmer Eye Institute



Thank you for allowing us to assist you in preparing for your surgery. We are honored you have chosen us for your eye care.

You are in great hands! Our world-class surgeons are regarded leaders in the field of ophthalmology, and our own Bascom Palmer Eye Institute is proudly ranked the #1 eye hospital in the United States by *U.S. News & World Report*. Our team of surgeons, nurses, optometrists and technicians will guide you through the entire process with the highest degree of expertise and compassion.

We know that having any type of surgery can be concerning. For that reason, we have prepared this information to assist you before, during and after your surgery. We believe that the more you know about your surgery, the more successful your journey will be.

If you need assistance in any way, please do not hesitate to call us at (305) 243-2020 or toll-free in the USA (800)-329-7000.

Sincerely,

Bascom Palmer Eye Institute Perioperative Team

Your Surgical Coordinator

Most ophthalmic surgery is performed as ambulatory surgery, also known as outpatient surgery. Ambulatory surgery allows patients to return home on the same day of the procedure. Because surgical procedures may be stressful, we put our patients' minds at ease with excellent preoperative care.

To Help Coordinate Your Care, Your Surgical Coordinator Will:

- Arrange for your surgery date(s)
- Schedule your preoperative evaluation and any diagnostic/ancillary testing requested by your provider within 30 days of surgery
- Review financial/insurance information to facilitate authorization(s) for procedure(s)
- Verify your transportation to and from the hospital on the day of your procedure
- Confirm a responsible adult will accompany you home on the day of surgery (required)

If you need to make any changes to your surgical date and/or appointment, please contact your surgical coordinator.

International Patients:

We invite patients traveling from outside the United States to use our International Concierge Service at umiamihealth.org/en/international-patients or call **305-243-9100**. Our team is committed to deliver a courteous, helpful and respectful patient experience.

Language Services:

Interpreters are available at no cost to assist communication between healthcare providers and patients whose primary language is not English. We also offer Video Remote Interpretation (VRI), which is a video-telecommunication service that uses devices such as web cameras or videophones to provide sign language or spoken-language interpreting services in place of an interpreter at the location.

Your Preoperative Evaluation Visit

All surgical patients are **required** to undergo a preoperative evaluation within 30 days of surgery. This visit may include specialized diagnostic testing and anesthesia assessment.

Miami and Plantation:

If you are scheduled for surgery at our Miami location, your preoperative appointment will take place in Miami. Patients undergoing surgery in Miami with surgeons who practice in Plantation may be scheduled for their preoperative visit (and other testing as needed) in Plantation. Please expect this appointment to last several hours.

Naples and Palm Beach Gardens:

If you are scheduled for surgery at our Naples or Palm Beach Gardens Ambulatory Centers, your assigned surgical coordinator will facilitate the request for your preoperative evaluation from your primary care provider(s). They will also schedule ancillary test(s) as needed.

Your Visit:

You may want to bring reading materials and a sweater as our buildings are generally cool. If you require something to eat or drink during your appointment, you are welcome to bring a snack. You do not need to fast for your preoperative appointment. For the security and comfort of our patients, please refrain from using your phone's speaker or playing music while not wearing headphones.

On your appointment day, please arrive at the facility's main entrance. Upon arrival, you will be directed to register for your preoperative visit.

To ensure a safe environment in our outpatient areas, all visitors must follow the current UHealth visitation guidelines. Please visit umiamihealth.org/visitation.

During Your Preoperative Evaluation, Your Healthcare Provider Will:

- Review your past medical and surgical history
- Perform a physical examination
- Provide instructions for the day of surgery
- Confirm a responsible adult will accompany you home on the day of surgery (required)

What Should I Bring to the Preoperative Evaluation Visit?

- An updated list of your current medications, including dose and frequency, as well as over-the-counter medications and supplements (some of these medications have side effects that may increase risk of complications from surgery)
- Name, phone and fax numbers of your primary physician(s) and all other specialists who participate in your healthcare
- Preferred pharmacy address and phone number.
- Medical test results, if applicable, and including:
 - Cardiac catheterization report (within last 2 years)
 - Stress test results (within last 2 years)
 - Cardiac rhythm device implantation and most recent evaluation records (pacemaker/defibrillator/AICD within last 6 months)
 - Artificial heart valves and records indicating type of valve and location
 - Medical records, doctor's notes or tests that you feel would be important for your preoperative evaluation

Legal Documents:

Upon admission, you will be provided information regarding advance directives, such as a living will, power of attorney, certified letter of guardianship or health care proxy.

If you have already executed advanced directives, please bring them with you. If you would like to receive information on how to execute an advance directive, please inform your surgical coordinator.

Preoperative Visit For Children

Minors (children under 18 years of age) must be accompanied by a parent, legal guardian or designated authorized adult representative. Legal documents establishing the parent, guardian or representative authority and valid government-issued identification is required.

Children under 15 years of age must be approved for surgery by their pediatrician no more than 30 days before surgery. Requested laboratory tests should also be completed no more than 30 days before surgery. Please request your pediatrician's office to fax the results of your child's examination to the pre-admission department at:

Bascom Palmer Miami - **(305) 326-6574**
Bascom Palmer Naples - **(239) 659-3956**
Bascom Palmer Palm Beach Gardens - **(561) 355-8555**

If the child's approval for surgery and test results cannot be faxed before surgery, it is very important that you bring this documentation on the day of surgery to avoid possible cancellation or delay in surgery. Anesthesia evaluation will be completed during the preoperative visit.

Bring bottles, formula, diapers, a favorite toy or other special items needed for your child's comfort during all visits to the hospital. Because your child will need your full attention, please do not bring other children with you.

Preparing For Your Surgery

If your surgeon has prescribed medications or eye drops to use before your surgery, please begin as directed. Gather all medical, laboratory and other test results that you were requested to bring with you on the day of surgery. If your preoperative tests are abnormal, your surgery could be delayed, canceled or rescheduled for a later date.

You must arrange for a responsible adult to take you home from the hospital following your surgery. You will not be discharged alone following surgery. There will be no exceptions to this rule. This escort **must** be available the morning of your procedure by phone to confirm their availability for you to start your preparation for surgery. Failure to comply may result in the cancellation or postponement of your surgery.

Notify your surgeon or surgical coordinator if you experience any changes in your health before the day of surgery.

The Day Before Your Surgery:

Our staff will contact you after 2:00 p.m. on the day before your surgery to inform you of arrival time at the hospital for your surgery. If scheduled on a Monday or the day following a holiday, you will be called on the business day before the holiday. If you have not been contacted by 4:00 p.m. on the day before your surgery, please call:

Bascom Palmer Miami - **(305) 326-6550**
Bascom Palmer Naples - **(239) 659-3947**
Bascom Palmer Palm Beach Gardens - **(561) 355-8518**

Notify your surgeon or surgical coordinator if you experience any changes in your health before the day of surgery.

Please note:

- **Do not eat or drink anything, including chewing gum or mints, for 8 hours before your surgery, unless otherwise instructed.**
- Do not smoke for 24 hours before surgery.
- To decrease your risk of infection, please bathe or shower before surgery or before coming to the hospital.

Insurance & Financial Information

We are a Medicare-participating facility. Many insurance companies, as well as HMOs, require pre-approval for services.

Our surgical coordinators will contact you before your surgery to review and advise you of any outstanding financial responsibilities.

You will be provided with an estimate of the costs associated with the scheduled services and applicable discounts. Payment is required prior to surgery date.

Insured patients are responsible to pay all insurance deductibles, coinsurance and copayments prior to surgery. An estimate of the associated out-of-pocket expenses will be provided by your surgical coordinator.

The following methods of payment are accepted: cash, American Express, Visa, Discover, MasterCard, personal or traveler's checks, or Care Credit, if approved.

Your surgeon may give you prescriptions for your surgical procedure. If you wish to purchase these medications at our pharmacy, payment may be made with credit card, check or cash. These medications may not be charged to your hospital bill.

You may request an itemized hospital bill from the Central Business Office to be mailed to you after surgery.

If you are having elective surgery and are unable to get financial clearance before surgery, your surgery may be rescheduled for a later date.

Don't have insurance? Having trouble paying your UHealth medical bill?

We may be able to help you with your UHealth medical bill.

Information to help you understand the University of Miami Health System's Financial Assistance Policy (how we can help you pay your UHealth Medical bill) and how we can help you apply for financial aid can be found [here](#).

Online at umiamihealth.org/billing or by calling 305-243-2900 option 5.

The Day of Your Surgery

In the Morning:

If instructed to take oral medications, take them with a sip of water before coming to the hospital. You may brush your teeth, but do not swallow the water.

Dress in loose, clean, comfortable clothing and footwear. Do not wear any makeup, false lashes, perfume, hairspray, body lotion or powder. You may use antiperspirant or deodorant.

Do not wear jewelry or bring large amounts of cash or valuables to the hospital.

Please check with your surgical coordinator prior to the day of surgery to ensure all financial responsibilities have been met.

If you wear contact lenses, you must bring the lens container with you. You will not be permitted to wear your contact lenses inside the operating room. However, you may wear glasses.

You may wear your dentures and or hearing aid(s). They will only be removed and stored if you are having general anesthesia.

For privacy and safety, patients and guests will not be permitted to use cell phones and electronic devices in the pre-operative areas or in the operating room. They must be stored before you go into surgery.

Please note that females of childbearing age will have a urine pregnancy test on the day of surgery.

Please bring insurance cards and photo identification, as well as prescribed medications and/or eye drops as instructed by your surgeon.

Arriving to the Hospital:

Remember that you must be accompanied by a responsible adult, who will take you home following your surgery. This individual will serve as the point person for all updates related to your care.

Once you are checked in, you will be taken to the ambulatory surgery area, where our nursing staff will prepare you for the procedure. The individual you have designated as your point person will be contacted and kept abreast of all updates throughout your procedure and post-op care via text messaging or phone calls.

You will also meet an anesthesia care provider, who will evaluate your anesthesia needs and explain medication(s) you will receive to keep you comfortable during the procedure.

The Operating Room:

When ready, you will be transported to the operating room. This is a specially equipped, sterile room, where your procedure will take place. Again, the surgical team will keep your designated point person updated on your progress via text messages or phone calls.

If your child is having surgery, only one parent or guardian will accompany your child into the surgical holding area. Because the child having surgery will need your full attention, please do not bring other children with you to the hospital.

After Your Surgery

After your procedure, you will return to the ambulatory surgical services area, where our nursing staff will monitor your recovery until you are stable enough to go home.

Most ambulatory surgery patients are discharged within one hour after surgery. However, your discharge time may vary based upon your type of procedure performed and the surgeon's instructions. After your procedure, you may experience some discomfort for which medicine may be prescribed.

You will receive discharge instructions and a follow-up appointment with your surgeon. It is very important that you keep this follow-up appointment. As a courtesy, the responsible adult accompanying you home will also be provided with these instructions if you so desire.

When you return home, light meals are tolerated best. Slowly resume your normal diet unless otherwise instructed.

On the evening of your surgery, you may resume your normal medication schedule, unless otherwise instructed by your surgeon. If your surgeon has instructed you to maintain a certain position after your surgery, it is very important you follow the directives below:

- Do not drink any alcohol for the next 24 hours.
- Do not drive or operate dangerous machinery during the next 24 hours.
- Do not make any critical decisions for the next 24 hours.
- You may want to arrange to have someone stay with you following your surgery.

Questions or Concerns

If you have any questions or concerns during normal working hours, please contact the ambulatory surgery department at:

Bascom Palmer Miami - **(305) 326-6550**
 Bascom Palmer Naples - **(239) 659-3947**
 Bascom Palmer Palm Beach Gardens - **(561) 355-8518**

You can also access your healthcare records from home at myuhealthchart.com/mychart

Emergencies:

Our healthcare team is available to you 24 hours a day, 7 days a week. If you develop any type of emergency such as unrelieved pain, severe nausea, vomiting, bleeding, fever over 101°F or 38°C, numbness or decreased vision, increased redness, swelling, foul-smelling drainage or pain around the site of your surgery, please call:

Bascom Palmer Eye Institute Emergency Department (open 24/7):
(305) 326-6170 or toll-free in USA **(800) 329-7000**

For Ear, Nose and Throat (ENT) emergencies:
 Day: **(305) 243-2000**
 Night: **(305) 243-1000**

For life-threatening emergencies, call 911.

Directory

Admitting Office	Bascom Palmer Miami - (305) 326-6077 Bascom Palmer Naples - (239) 659-3939 Bascom Palmer Palm Beach Gardens - (561) 355-8500
Advocacy Representative	(305) 482-4930
Ambulatory Surgery Department	Bascom Palmer Miami - (305) 326-6550 Bascom Palmer Naples - (239) 659-3947 Bascom Palmer Palm Beach Gardens - (561) 515-1500
Appointments	(305) 243-2020 or toll-free in USA (800) 329-7000
Business Office/Billing	(305) 243-2900
Emergency Department	(305) 326-6170 or toll-free in USA (800) 329-7000
Health Information Management (Medical Records)	Bascom Palmer Miami - (305) 326-6333 Bascom Palmer Naples - (239) 659-3944 Bascom Palmer Palm Beach Gardens - (561) 515-1541
Inpatient Nursing Unit	Bascom Palmer Miami - (305) 326-6500
International Concierge	(305) 243-9100
Surgical Coordinators	Bascom Palmer Miami - (305) 326-6161 Bascom Palmer Naples - (239) 659-3939 Bascom Palmer Palm Beach Gardens - (561) 515-1526
Otolaryngology (ENT) Adults	(305) 243-2000
Otolaryngology (ENT) Pediatric	(305) 326-6332
Bascom Palmer Eye Institute Locations	Miami - (305) 326-6000 Naples - (239) 659-3937 Palm Beach Gardens - (561) 515-1500 Plantation - (954) 465-2700 Coral Gables / Lennar Foundation - (305) 689-5555

In keeping with our commitment to exceed your expectations, you may receive a patient experience survey. Please take a few minutes to complete it as your opinion and suggestions are very important to us.

Your confidential response will be used to improve every aspect of the care we provide. If at any time during your visit we did not meet your expectations, please contact the UHealth Office of Patient Experience at **305-243-HELP (4357)** or **HereToHelp@med.miami.edu**.
