

BASCOM PALMER EYE INSTITUTE ANNE BATES LEACH EYE CENTER

YOUR SURGERY MADE EASY



Welcome

Thank you for choosing Bascom Palmer Eye Institute for your surgery. Bascom Palmer is proud to be ranked the #1 eye hospital in the United States by both *U.S. News & World Report* and *Ophthalmology Times*. Our goal is to provide you with medical care that exceeds your expectations.

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.

Before your surgery, a surgical coordinator will assist you with preparation for your procedure. The coordinator will:

- Schedule your surgery date
- Schedule your preoperative visit 30 days before surgery
- Coordinate your financial information
- Verify your transportation to and from the hospital on the day of your procedure.

We are here to help you in every phase of your surgery.

Thank you



Your Preoperative Visit

Preoperative Visit for Children

Please arrive at the reception desk on the 5th floor for your preoperative visit. If you are unable to keep your appointment, call 305-326-6161. This visit may include specialized diagnostic testing and anesthesia assessment.

During your preoperative visit, your healthcare provider will:

- Review your past medical and surgical history
- Perform a physical examination
- Review tests ordered by your doctor
- Provide instructions for the day of surgery
- Confirm a responsible adult will accompany you home
- Provide a discharge planning checklist

What Should I Bring to the Preoperative Visit?

Medication Information

Please bring with you an updated list of your current medicines, including the name, dose and frequency, including all over-the-counter medications and supplements. Some of these medicines have side effects that may increase risk of complications from surgery.

Physician Contact Information

The name, phone and fax numbers of your primary physician(s) and all other specialists who participate in your healthcare.

Medical Tests Results, If Applicable

- 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

If you have a living will, power of attorney, certified letter of guardianship, or health care proxy, please bring them with you.

Your surgical coordinator will provide you with copies of UHealth's **Advance Directives** and **Your Patient Rights and Responsibilities** during your preoperative visit.

Children under 18 years of age must be accompanied by a parent or legal guardian during all visits. In the case of a legal guardian, an official court letter of guardianship must be provided.

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 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 preadmission department at 305-326-6574 within 30 days of surgery.

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, favorite toy or other special items needed for your child's comfort during all visits to the hospital.

Preparing for Your Surgery

Your Insurance & Financial Information

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, cancelled 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.

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 305-326-6550.

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.

In order to decrease your risk of infection, please bathe or shower before surgery or before coming to the hospital.



- 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.
- Insured patients are responsible to pay all insurance deductibles, co-insurance and co-payments prior to surgery. An estimate of the associated out-of-pocket expenses will be provided by your surgical coordinator.
- Uninsured patients will be provided with an estimate of the costs associated with the scheduled services and applicable discounts. Payment is required prior to surgery date..
- 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 medicines at our pharmacy, payment may be made with credit card, check or cash. These medications may not be charged to your hospital bill.
- Patients may request an itemized hospital bill from the Central Business Office to be mailed to them 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.

Your Day of Surgery

In the Morning

If, during your preoperative visit, you were 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, comfortable clothing. Do not wear any make-up, 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.

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. You may wear glasses, dentures or hearing aids. They will be removed and stored before you go into surgery.

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

Arriving at the Hospital

Bring the following items with you:

- Your insurance cards and photo identification
- Prescribed medications and/or eye drops as instructed by your surgeon

Please proceed to the main lobby and check in at the information desk.

Ambulatory Surgical Services

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

The Operating Room

The operating room (OR) is a specially equipped, sterile room where your procedure will be conducted. If at any time, you feel pain or discomfort, let us know immediately.

If your child is having surgery

Only one parent/guardian will accompany your child into the surgical holding area. Because the child having surgery will need your full attention, we ask that young brothers and sisters do not come with you to the hospital. Please bring bottles, formula, diapers and the child's favorite toys with you.



After Your Surgery

After your procedure, you will return to the ambulatory surgical services area where 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, although these procedures vary based upon the 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 appointment.

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 to stay in that position as much as possible.

Follow these guidelines when you get home:

- 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 305-326-6550.

You can also access your healthcare records from home at <https://myuhealthchart.com/mychart>

Emergencies

Our healthcare team is available to you 24 hours per day, 7 days per 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, call us at:

For eye emergencies:

Call Bascom Palmer Eye Institute at 305-326-6000 or 1-800-329-7000 (toll-free). Bascom Palmer's Eye Emergency Department in Miami is open 24/7.

For ear, nose and throat (ENT) emergencies:

Day: 305-243-2000
Night: 305-243-1000

For life-threatening emergencies call 911

Frequently Called Numbers

Admitting Office, 5th Floor	305-326-6077
Advocacy Representative, 6th Floor Waiting Room	305-482-4930
Ambulatory Surgery Department, 6th Floor	305-326-6550
Appointments	305-243-2020
Business Office / Billing	305-243-2900
Emergency Department / Ophthalmology	305-326-6170
Health Information Management / Medical Records	305-326-6333
Inpatient Nursing Unit, 5th Floor	305-326-6500
International Concierge	305-243-9100
Surgical Coordinator	305-326-6161
Otolaryngology (ENT) Adults	305-243-2000
Otolaryngology (ENT) Pediatric	305-326-6332



Bascom Palmer Eye Institute Locations

Miami	305-326-6000
Palm Beach Gardens	561-515-1500
Naples	239-659-3937
Plantation	954-465-2727
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.