

## PREPARING FOR SURGERY AT PRESIDIO SURGERY CENTER

A California Pacific Medical Center Affiliate

1635 Divisadero Street # 200

San Francisco, CA 94115

Phone: 415-346-1218

Fax: 415-346-2930

[www.presidiosurgery.com](http://www.presidiosurgery.com)

### WELCOME!

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Your surgeon has scheduled your surgery at Presidio Surgery Center. We are pleased that you have placed your trust in us. We want to provide an atmosphere of compassion and understanding with minimal stress to you.

Our ambulatory surgery center has been in operation since 1989, affiliated with California Pacific Medical Center since 2006, and accredited by the Joint Commission. We are very proud of our reputation in the community.

Our highly trained and helpful staff has prepared this information to inform you about your scheduled surgery, answer frequently asked questions, and to help you think about optimal safety; while getting yourself, your support system and your home for ready for surgery.

This packet is in response to many commonly asked questions. You may be familiar with many of the following guidelines. Please review it for your safety.

We understand that redundancy can be tedious and frustrating. Our policies and procedures are based on universal protocols and checklists that designed to keep you safe. Repetition is necessary.

This packet is not intended as a substitute for medical advice from your physician. Any questions regarding treatment, risks or benefits of treatment should be directed toward your doctor.

A pre-op nurse will contact you before your surgery. **It is necessary for him / her to provide you with information.**

- If you have not been contacted, please call the Pre Op Nurse extension at:  
**415 -659-3176 between 9:30 AM -5:00 PM, Monday -Friday.**
- If your surgery is on a Monday or Tuesday, please call by the previous Thursday.
- Details of what steps need to be taken to ensure a smooth, **safe** surgical experience will be provided.
- Failure to follow the pre operative requirements may result in cancellation of your case.

### BEFORE YOUR SURGERY: IMPORTANT PRE-OP INFORMATION

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- **DO NOT EAT OR DRINK ANYTHING AFTER MIDNIGHT** If you will be having any anesthesia or sedation, do not eat or drink anything including coffee, tea, water, chewing gum, mints or Lifesavers® after midnight the night before your surgery unless otherwise instructed. Drink plenty of fluids up until midnight to make sure you are well hydrated.
- **A responsible adult (over age 18) MUST accompany you home** and be available to help you for the first 24 hours after your surgery. You may not go home alone in a taxi or on public transportation. We strongly discourage taking taxis and public transportation following surgery/procedures. The person taking you home must be immediately available to the Surgery Center via phone, in the lobby or in close proximity to the Surgery Center (within 60 minutes of the center) throughout your surgery. Average recovery time is 60 minutes. Your ride must be available to pick you up at that time. Please clear your schedule on the day of surgery. Do not make plans before your scheduled arrival time; operating room schedules frequently change and your surgery may be moved to an earlier time on the day of surgery.
- **Medications:** there are certain medications that we *require* you to take (heart medication or high blood pressure medication), some you may *not* take and some we will want you to bring to the Center with you. Our pre op nurse will go over your list to clarify what you should and should not take. You will be asked to fill out a Medication Form on the day of surgery. Bring a list of ALL of your medications (prescription, over the counter, vitamins, herbal preparation, etc.) including what the medication is for and the last time you took it. This **INFORMATION IS ESSENTIAL TO YOUR SAFETY DURING THE SURGICAL PERIOD.**
- **Pre prescribed post op medications:** if your surgeon has given you prescriptions for your after care, please pick them up BEFORE your date of surgery. If not, no worries, he/she will write for them on your day of surgery.
- **Special Instructions:** If your surgeon has given you any specific instructions to follow pre op, do so.
- **Cancellations:** If you feel sick, or need to cancel your surgery, call your surgeon immediately. On the day of surgery or if you cannot reach your surgeon, please call the Presidio Surgery Center **415-346-1218** as soon as possible.

## REQUIRED TESTS:

**For your safety. The following tests are the minimum requirements of Presidio Surgery Center. You may require additional testing.**

**Failure to comply will result in your surgery being cancelled.**

Your surgeon is aware of these requirements.

1. **EKG** Must have been done within 12 months of your surgery
  - Age 55 or older
  - Any patient, regardless of age, with high blood pressure, cardiovascular disease (history of heart attack, stent placement, pacemaker, peripheral vascular disease, atrial fibrillation, mitral valve prolapse or murmurs which cause symptoms, etc.), diabetes (on oral agents or insulin), COPD/emphysema.
2. **History and Physical required on everyone. Can be completed day of surgery unless you fall into the categories below. Your surgeon may request it be done by your primary care physician (completed within 30 days of your surgery)**
3. The following patients must have the history and physical done by the primary care doctor.
  - All patients **age 65 and over.**
  - Any patient, regardless of age, with high blood pressure, cardiovascular disease (history of heart attack, stent placement, pacemaker, peripheral vascular disease, atrial fibrillation, mitral valve prolapse or murmurs which cause symptoms, etc.), diabetes (on oral agents or insulin), COPD/emphysema, transplant recipients on immunosuppressant medication.

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4. **Blood Tests** Must be done at least 3 days before surgery, and not longer than 30 days prior to surgery EXCEPT PT/INR.
- PT/INR -patients on "blood thinners" (Coumadin, heparin, etc). Test must be done within 24 hours of surgery.
  - Potassium –if you take diuretics ("water pills") such as Lasix, HCTZ or any diuretic that requires you take potassium supplements.
  - Chemistry 12 -if you are on dialysis or are diabetic taking insulin.
  - CBC -for patients with liver disease, anemia, kidney disease.

## ON THE DAY OF YOUR SURGERY

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- **Shower:**
  - Please shower the night before and the day of surgery with an antibacterial soap.
  - Remove all makeup.
  - Do not use lotions, oils, perfume or hair spray after bathing.
  - Please do not shave the area near your operative site, if needed, it will be done at the surgery center
- **Wear:**
  - **Clothing:** wear loose, comfortable clothing such as a sweat suit or clothing big enough to accommodate a large dressing after surgery. Wear comfortable shoes; no high heels please
  - **Travel Light:** You don't need to pack any extra clothes. You will receive a patient gown, slipper socks and a bag to store your clothing while you are in surgery.
  - **Knee Surgery patients:** large sweat pants, break away gym pants, or big baggy basketball shorts work nicely over a large bulky dressing over your knee.
  - **Shoulder surgery patients:** you may have an immobilizer that makes it difficult to put your arm through a sleeve. Bring a large stretchy shirt or jacket. Women can wear halter or tube tops with a big shirt that you can drape over your dressing and immobilizer.
- **Arrival Time:** You will be asked to arrive at the Center 1 to 2 hours ahead of your surgery time, depending on your surgeon's preference. Again, please do not schedule appointments before your surgery; operating room schedules change and you may be called to come earlier. You will be called the day before to confirm your final arrival time.
- **Parking** is available on the street, and in our (Sutter Street entrance) garage. We cannot "validate" for parking except for our garage and only for 60 minutes for drop off and pick up. Payment at the garage is cash, VISA or MC only.
- **Pick up Zone / Important information to give your designated driver:** Please tell your ride that when you are ready for discharge, they will be asked to drive to our loading spot in our building's garage, entered from the Sutter Street entrance, 2<sup>nd</sup> floor, directly in front of the PURPLE elevators or near them in designated patient loading zones.
- **Bring – dos and don'ts**
  - **Do bring contact lenses / glasses** with case for safekeeping.
  - **Do bring removable teeth, bridgework** – if they need to be taken out during surgery, we have cases
  - **Do bring any payments** required on the day of surgery. Be sure you have cash, check or credit card (VISA, MC, AM EX, Discover). If you have questions about any payments, you should contact your insurance company prior to the day of surgery. Be aware that the facility fee (Presidio) is different and separate from your surgeon's fee, your anesthesiologist's fee, and any laboratory or radiology fees that may be incurred.
  - **Do bring insurance card/s**
  - **Do bring a photo ID:** Driver's License or a government issued ID
  - **Do bring your medication List:** you will be asked to fill out a form on arrival and will need this information. In addition to your prescription meds; include over the counter medications, vitamins and herbal preparations.

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- **Do bring post operative equipment:** you may have been asked to bring items such as, crutches or an ice machine. If you haven't or you forget something, no worries we have some medical equipment here that a 3 party vendor will bill your insurance company for. Please note we do not have wheelchairs.
- **Do NOT bring valuables:** including jewelry and extra cash should be left at home. We cannot be responsible for damaged or lost property.
- **Do NOT bring jewelry:** Remove it all, head to toe, including all metal body piercings
- **Do bring Insulin, inhalers:** If you routinely use them, please bring them with you
- **Registration:** You will be registering at the front desk. The registration process is not necessarily on a "first come, first serve" basis. We have many surgeons operating at the facility and it is our job to make the schedule run smoothly. Someone who entered after you may actually be scheduled with another surgeon for a time before you. We ask for your patience and understanding.
- **Pre-Op:** Following registration, a nurse will take you into the pre-op area where the pre-operative telephone interview will be reviewed. You will change into a gown, get weighed and have your vital signs (blood pressure, pulse, temperature) taken. If you will be having anesthesia or sedation you will have an IV started. All jewelry and other valuables should be left at home. Jewelry must be removed before going into the operating room. The anesthesiologist and your surgeon will see you in the pre-op area as will your Operating Room nurse. They will ask many of the same questions. Again, this redundancy is for your safety. Your surgeon will mark the site/side of your surgery (as applicable) with your involvement. Please do not place any other markings on your skin.
- **Visitors / Family:** Once you go into the operating room your family/visitors will be asked to leave the pre-op area. There are coffee shops nearby and a list is available in the waiting room. Your escort home must remain within close proximity (60 minutes) to the Center throughout the surgery, and be available when you are ready for discharge.
- **Pregnancy Status:** Women of childbearing age who are unsure of their last menstrual period or their pregnancy status are encouraged to have a test done prior to the day of surgery. Also, tell your nurse, anesthesiologist and surgeon of any possibility of pregnancy. Your elective surgery may be cancelled to protect your unborn fetus.
- **Stress Reduction:** Please let us know if there is anything we can do to lessen any anxiety you may have. At your request we do have a MP3 player with a head set, "The Surgery Companion", that utilizes guided imagery to help you relax. Please let us know if you would like to use it while you are with us. More information about this is available on our website.
- **Preparation for Discharge:** Please be sure to read the **WHAT TO EXPECT FOLLOWING SURGERY** for instructions on preparing for when you go home. Once you go home it is often too late to make preparations.
- **Choose a Responsible Adult to receive your Discharge Instructions.** When you are ready to go home, your nurse will review discharge instructions with the adult taking you home. It is VERY IMPORTANT that you have this information; it directs your after care and contains emergency contact numbers. We will require this adult to sign the instructions as our receipt. Make sure the instructions are available to you when you get home.
- **Pick up Area:** Please come to the loading zone, in front of the Purple Elevators, on the 2<sup>nd</sup> floor of our building's garage entered on Sutter Street. Give our receptionist your ticket; it will be validated for 60 minutes. We will wheel the patient out to your car from the center when they have met their discharge criteria.

## ANESTHESIA CARE

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- **NCAP** (Northern California Anesthesia Physicians) are our anesthesia providers. This is a medical corporation which provides anesthesia services at the Center. These anesthesiologists are not employees of the Center or your surgeon.
- **Anesthesia Billing Questions:** If you have any questions about your anesthesia bill, financial obligations, or an estimated quote on your anesthesia charges please call the NCAP billing office at (858) 244 1058
- **Radiology/Lab Billing Questions:** If you have any questions about your radiology/lab bill, financial obligations, or an estimated quote on your radiology/lab charges please call CPMC (415) 600-7100

## IMPORTANT / GOVERNMENT REQUIRED INFORMATION NEEDED BEFORE YOUR SURGERY

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### 1. ADVANCED DIRECTIVES

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- **You have the right to make choices regarding life-sustaining treatment** (including resuscitative measures). This is most often done by executing an Advance Directive Living Will or HealthCare Proxy. If you have such directives you are welcome to bring them to the Center with you.
- **However, please be advised that based on reasons of conscience, all reasonable efforts will be taken to revive the patient, including resuscitative or other stabilizing measures, regardless of the contents of any living will, advance directives, health care proxy.** Patients who have ambulatory surgery are in reasonably good health to begin with. The expectation is that they will have the surgery planned and go home. Any unexpected events that occur during or after surgery are acute situations that can hopefully be treated.
- **For continuity of care and to honor your wishes,** we will gladly place a copy of your advance directive on your chart for reference in the unlikely event that you are transferred to an acute care facility. If you have an Advance Directive but do not bring it to the Center, a note will be made on your medical record as to where the advance directive is on file. Should you choose to seek alternative care due to the facility policy, we will provide the appropriate referral for you.
- **If you request information on Advance Directives,** Presidio Surgery Center will provide information to you. You may also access the following organizations for more information:
  - <http://www.caringinfo.org/stateaddownload>
  - <http://www.noah-health.org/en/rights/endoflife/adforms.html>
  - California Medical Association: [http:// www.cmanet.org](http://www.cmanet.org)
  - California Coalition for Compassionate Care: <http://www.fmalchoices.calhealth.org>. This website has free, downloadable forms in English, Spanish and Chinese.
  - National Hospice and Palliative Care Organization [http:// www.nhpoc.org](http://www.nhpoc.org) (1-800-658-8898)
  - Institute for Healthcare Advancement: [http:// www.ih4health.org](http://www.ih4health.org) (800-434-4633) Forms for English, Spanish, Chinese and Vietnamese.

### 2. PHYSICIAN OWNERSHIP

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- Your surgeon has chosen to perform your surgery at Presidio Surgery Center because of the enhanced quality and cost savings for you. The following surgeons are very happy with the operations and management of the Center and have an ownership interest in it:
- Dr. Abel, Dr. Andrews, Dr. Belzer, Dr. Callander, Dr. Chiu, Dr. Collins, Dr. Cox, Dr. Dickinson, Dr. Donatto, Dr. Engel, Dr. Gilbert, Dr. Green, Dr. Grissom, Dr. Hartman, Dr. Hiler, Dr. Kahn, Dr. Kelly, Dr. Kenyon, Dr. Li, Dr.

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Long, Dr. Lundy, Dr. Mandpe, Dr. MCarroll, Dr. Mickel, Dr. Norris, Dr. Redlin, Dr. Richards, Dr. Roache, Dr. Rogers, Dr. S. Rosenberg, Dr. Savala, Dr. Sharlip, Dr. Slosar, Dr. Smith, Dr. Spector, Dr. Sternberg, Dr. Weber, Dr. Werboff, Dr. Yee.

- If you have any questions, please feel free to contact your physician or the Center directly, 415-346-1218.

## 3. YOUR RIGHTS AND RESPONSIBILITIES

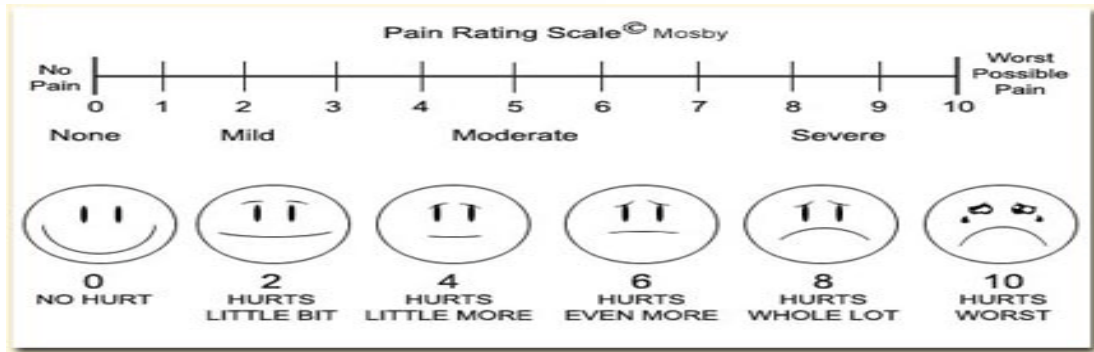
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- Detailed lists and descriptions are included at the end of this document
- Contact numbers are included, should you have any questions or concerns

## PEDIATRIC PATIENTS

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- **Our pediatric patient (ages 18 months and up) are very special to us.** We have separate pre-op and post-op areas for them equipped with some child sized furniture, coloring books, a DVD player and DVDs. We encourage you to bring a favorite toy, blanket, DVD, etc. for them to have during their stay. They may take a toy or blanket into the operating room with them. Children may wear whatever clothes they feel most comfortable in. We will not require them to change into a hospital gown if they do not want to. Clean pajamas from home are just fine.
- **Follow your doctor's orders about not giving your child anything to eat or drink before surgery.** We realize this is very difficult with small children, but it is essential in order to give them anesthesia and perform the scheduled procedure safely. If your child does have fluids or food after the recommended time, the surgery will have to be rescheduled.
- **ONE parent (guardian) may accompany the child to the operating room,** at the discretion of the anesthesiologist. If you are pregnant, you will not be permitted to escort the child into the OR. When it is time you will be asked to put on an OR cover up, "bunny suit", over your street clothes, and a hat to cover your head. Once your child is asleep you will be escorted out of the OR and asked to wait in the lobby. One parent (guardian) must remain in the facility at all times. You will be allowed to come into the post-op area as soon as possible after surgery to be with your child.
- **Only the parents or one parent and one escort should accompany the child.** Bringing other relatives, including siblings, to the Center may upset the child and also makes it difficult for our staff to do their job. Each child behaves differently as anesthesia wears off and he or she begins to awaken; some are anxious, some thrash around, some cry, and some are simply quiet and sleepy. The nurses will be with your child for reassurance and to monitor recovery. You can help by being near, remaining calm and holding your child as soon as possible. The length of stay in recovery is dependent on the type of surgery your child has and his/her progress.
- **We will not discharge any minor to anyone other than a parent or legal guardian** for the child's safety. Legal guardians must bring appropriate proof of guardianship. If you are escorting a child and driving, it is advised that you have a second adult present that is free to give the help and attention that is needed to bring a child home after surgery.
- **We welcome any questions or concerns to reduce anxiety.** Feel free to request a tour of the facility prior to surgery if you think it can be helpful for your child.
- **Pediatric Pain Scale.** Pain is subjective and difficult to evaluate. We use a universal pain scale with faces.



## WHAT TO EXPECT FOLLOWING YOUR SURGERY (ADULTS & MINORS)

- **You will be taken to the PACU (Post Anesthesia Care Unit)** There you will awaken from anesthesia and be monitored. This period does not take long, normally about 30 to 60 minutes. Once you are awake and have stable vital signs, the person taking you home will be asked to bring their car into the patient pick-up spot on the 2<sup>nd</sup> floor in the garage and you will be readied for discharge. Please do not expect to be taken out to the street to meet your ride. We will discharge you, via wheelchair, in the garage. The person responsible for taking you home must come into the PACU, review the discharge instructions with your nurse and sign for these instructions.
- **You may not feel "ready" to go home.** However, PACU is where you recover from anesthesia; home is where you recover from surgery. We will not let you leave before you have met all of our discharge criteria. Some people feel rushed out of the PACU because they believe that they should be able to stay until they feel more awake and "normal". Feeling sleepy and dizzy is NORMAL after anesthesia and for up to 24 hours. Some nausea is also not unusual and will be treated but may not necessarily be resolved before discharge.
- **Transportation home.** Remember, you need someone to accompany you. Public transportation is not recommended. You may take a taxi (but they are difficult to find in the afternoon/evening) as long as someone other than the taxi driver is with you. This directive is for your safety. If you are having difficulty arranging for someone to take you home, please call the Center for a referral to a medical transportation company. These arrangements must be made in advance.

## AT HOME

- **Prepare your environment and expect a disruption in your routine.** It is wise to think about how you will manage your daily schedule at home following your surgery. It is also prudent to know what your limitations will be and for how long.
- **ASK YOUR SURGEON before your date of surgery** what you can and cannot do. We may not be able to answer these questions for you on the day of surgery. We do not know everyone's situation; nor do we know ahead of time what your surgeon will allow you to do. It is advisable that you think about these questions before the surgery. Do not rely on the time immediately following your surgery to discuss this. Amnesia is an expected effect of the anesthesia and medications. You most likely will not remember what has been said to you. The discharge instructions that will be given to you and your responsible adult who accompanies you home will be *generalized* instructions. They will not answer all of your specific questions.

## MINIMIZING POST OPERATIVE INFECTIONS: What you can do...

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Our center takes pride in protecting you from infection. Our policies and procedures are supported by national standards and regulations. Some recommendations include:

- **Preoperative antiseptic showering.** Everyone has bacteria that live on the skin. Taking a shower the night before and the morning of surgery will decrease the microbial colony count. You probably have antibacterial soap in your home. Read the packaging of your bar soap (ex: Dial, Lever 2000) or bottle (ex. Phisoderm, Hibiclens). Antibacterial soap can be purchased over the counter at any drug store.
- **Do not shave or use depilatory agents on or near your operative site.** Preoperative shaving has been attributed to microscopic cuts in the skin that can promote bacterial multiplication. If any hair removal is necessary, let us do it at the center.
- **Antibiotics** may not be needed for all surgical procedures. If antibiotics are needed, they will be given within 1 hour of the start of the surgical procedure.
- **Wash your hands frequently.** Make hand washing a habit – just as automatic as looking both ways when you cross the street or fastening your seat belt when you get in your car. Germs are often transmitted by hand contact. Expect your healthcare workers to do the same. Don't hesitate to speak up if they don't. Frequent hand washing post operatively is also important after you get home.
- **Eat and Drink Well.** Malnutrition and dehydration can contribute to impaired wound healing.
- **Call your doctor if you feel sick.** If you can't contact him/her, call our center (346-1218). Your surgery is most likely "elective" or non emergent and can wait until you are not ill. If you have fever, chills or any other symptoms that are concerning you, give a call.
- **For Diabetics: optimize blood glucose levels.** Maintaining a normal blood glucose level is of utmost importance during the surgery and during the post-operative period. Elevated levels of blood sugar are linked to a higher risk of post-surgical infections. All diabetic patients will have their glucose checked at the center on arrival.
- **Stop smoking nicotine.** Ideally cigarette smokers should stop smoking 30 days prior to surgery and until your wound is healed.
- **Inform your surgeon if you are taking Steroid Medications.** Make sure you inform your surgeon of all your current medications. Steroids affect your inflammatory response and wound healing. They should be taken only as directed by your treating physician and / or surgeon.
- **Follow your Discharge Instructions for your Wound / Care.** Your doctor will give you detailed written instructions on how to care for your dressing post-operatively. Specifically, when you should remove the bandage and when you can get the incision wet. If you have problems with your bandage, call your doctor's number on their discharge instructions for advice.
- **Watch for Signs of Infection Post operatively.** Signs of an infection include fever, chills, and sweats. Also look for redness around the incision. It is normal to have a small amount of drainage from the incision in the first day or two following surgery. But if this persists, or if you see pus draining from the wound, contact your doctor immediately. Infections are best treated when caught early, so let your doctor know of any problems that may be signs of an infection.



## QUESTIONS - TO ASK YOUR DOCTOR / YOURSELF

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Sample questions have been included for your convenience. We encourage you to think about your individual needs and add to the lists below.

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- € If I am having knee, foot or ankle surgery will I be able to walk following surgery? If not, for how long?
- € Will I be using crutches? If so, for how long?
- € If I am having shoulder, elbow or hand surgery will I be able to use my affected arm? If not, for how long?
- € When can I remove the dressing?
- € When can I bathe?
- € When can I drive?
- € When can I return to work?
- € When can I travel?
- € When do I return to see the surgeon?
- € Will I need physical therapy? If so when do I start?
- € Other questions?

## ...AND A FEW MORE QUESTIONS TO ASK YOURSELF

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- € Do I have a responsible adult available to help me the first 24 hours after surgery
- € How will I get my meals?
- € Is my bathroom / bedroom easily accessible or do I need to make other arrangements?
- € Is a telephone nearby with emergency contact numbers?
- € How will I manage bathing? I cannot get the dressing wet. How will I keep it dry?
- € Do I have all the equipment / dressings needed to care for my wound at home?
- € Will I be able to care for myself following surgery or do I need assistance?
- € Will I need ice and, if so, do I have it? Where will I get it?
- € If I will be using crutches are there throw rugs that need to be moved before I get home so I am safe?
- € Do I know how to use crutches?
- € If my surgeon writes a prescription, at what pharmacy will I pick it up?

## POST OPERATIVE PAIN MANAGEMENT

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- **Prescription Pain Medications.** You may have been given a prescription to manage your pain when you get home. Take it as directed on the bottle. Prepare for the fact that there is no pain medication that will completely take away all of your discomfort. In fact, it is not beneficial to take away all pain. Pain serves an important purpose, it reminds you not to overdo it, to take it easy and allow your body to heal. Post operative discomfort is to be expected. The medication should make your situation tolerable. You will be asked to report your pain while in the Surgery Center and to "rate" it on a scale of 0 to 10. Please familiarize yourself with the Pain Scale table to the right. You will be asked to rate your pain in the PACU and also on your follow up post op phone call.
- **Gastrointestinal system (GI) side effects.** Be aware that pain medications can cause upset stomach and constipation so it is wise to think about your diet during this time. Drink plenty of water, fruit juices; eat lots of fruits, vegetables, whole grain cereals and breads. You probably won't be getting much exercise during this time so that will also add to the gastrointestinal slow down. We advise you to start eating gradually following your surgery. Let your stomach be your guide but begin slowly with liquids; stay away from spicy, greasy foods. Remember, it will be important to have a little something in your stomach before taking any pain medication due to the fact that it may upset your stomach if you do not.
- **We do not have a Pharmacy.** We are not allowed, by law, to give you medicines to take home. We cannot fill your prescription. If your surgeon has prescribed your post op medications pre operatively, be sure you pick them up before your surgery. Many times your surgeon will write prescriptions on the day of surgery. If so, we can call them into the pharmacy of your choice or you can hand carry them in yourself. Some types of medications cannot be phoned or faxed – they must be hand carried into the pharmacy.

Pain Scale	
0	No Pain
1-2	Mild Pain
3-6	Moderate Pain
7-9	Severe Pain
10	Worst Pain

## WE WANT YOUR FEEDBACK – YOUR EVALUATION IS IMPORTANT TO US

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- **Patient Survey** You will be receiving a survey following surgery. Please take a moment to let us know how we are doing and what we can do to improve.
- **Report any concerns** you have about your care and/or safety to our Administrator. You may request a meeting in person at the time or call later at 415-659-3141.
- **Need further help?** If you find your questions or concerns about safety or quality of care have not been adequately addressed, please feel free to contact our accrediting agency, The Joint Commission, at 800-994-6610.
- **Family and friends** We encourage you and your family to be actively involved in your care. Speak Up! Ask questions! Get **answers!**
- **Our goal** is to make your surgical experience at Presidio as safe and as pleasant as possible. We hope you will recommend our Center to your friends and family.
- **The Pre op call** We will be happy to answer any questions we can during our pre-operative phone call. If you would like to come for a tour, please call and make an appointment. You may also visit our website at [www.PresidioSurgery.com](http://www.PresidioSurgery.com)

## PATIENT RIGHTS and RESPOSIBILITIES

### You have a right to

- Considerate, respectful and dignified care and respect for personal values, beliefs and preferences.
- Access to treatment without regard to race, ethnicity, national origin, color, creed/religion, sex, age, mental disability, or physical disability. Any treatment determinations based on a person's physical status or diagnosis will be made on the basis of medical evidence and treatment capability.
- Respect of personal privacy.
- Receive care in a safe and secure environment.
- Exercise your rights without being subjected to discrimination or reprisal.
- Know the identity of persons providing care, treatment or services and, upon request, be informed of the credentials of healthcare providers and, if applicable, the lack of malpractice coverage.
- Expect the center to disclose, when applicable, physician financial interests or ownership in the center.
- Receive assistance when requesting a change in primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- Receive information about health status, diagnosis, the expected prognosis and expected outcomes of care, in terms that can be understood, before a treatment or a procedure is performed.
- Receive information about unanticipated outcomes of care.
- Receive information from the physician about any proposed treatment or procedure as needed in order to give or withhold informed consent.
- Participate in decisions about the care, treatment or services planned and to refuse care, treatment or services, in accordance with law and regulation.
- Be informed, or when appropriate, your representative be informed (as allowed under state law) of your rights in advance of furnishing or discontinuing patient care whenever possible.
- Receive information in a manner tailored to your level of understanding, including provision of interpretative assistance or assistive devices.
- Have family be involved in care, treatment, or services decisions to the extent permitted by you or your surrogate decision maker, in accordance with laws and regulations.
- Appropriate assessment and management of pain, information about pain, pain relief measures and participation in pain management decisions.
- Give or withhold informed consent to produce or use recordings, film, or other images for purposes other than care, and to request cessation of production of the recordings, films or other images at any time.
- Be informed of and permit or refuse any human experimentation or other research/educational projects affecting care or treatment.
- Confidentiality of all information pertaining to care and stay in the center, including medical records and, except as required by law, the right to approve or refuse the release of your medical records.
- Access to and/or copies of your medical records within a reasonable time frame and the ability to request amendments to your medical records.
- Obtain information on disclosures of health information within a reasonable time frame.
- Have an advance directive, such as a living will or durable power of attorney for healthcare, and be informed as to the center's policy regarding advance directives/living will. Expect the center to provide the state's official advance directive form if requested and where applicable.
- Obtain information concerning fees for services rendered and the center's payment policies.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Expect the center to establish a process for prompt resolution of patients' grievances and to inform each patient whom to contact to file a grievance. Grievances/complaints and suggestions regarding treatment or care that is (or fails to be) furnished may be expressed at any time. Grievances may be lodged with the state agency directly using the contact information provided below.

### You are responsible for

- Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.

<b>OUR CENTER</b>	JESSIE SCOTT, MBA ADMINISTRATOR 415-346-1218
<b>STATE</b>	ATTN: KATHLEEN J. BILLINGSLEY, RN

# Presidio Surgery Center

A California Pacific Medical Center Affiliate

- Respecting the property of others and the center.
- Identifying any patient safety concerns.
- Observing prescribed rules of the center during your stay and treatment.
- Providing a responsible adult to transport you home from the center and remain with you for 24 hours if required by your provider.
- Reporting whether you clearly understand the planned course of treatment and what is expected of you and asking questions when you do not understand your care, treatment, or service or what you are expected to do.
- Keeping appointments and, when unable to do so for any reason, notifying the center and physician.
- Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in your condition or any other patient health matters.
- Promptly fulfilling your financial obligations to the center, including charges not covered by insurance.
- Payment to center for copies of the medical records you may request.
- Informing your providers about any living will, medical power of attorney, or other advance directive that could affect your care.
- **You may contact the entities above to express any concerns, complaints or grievances you may have**

<b>AGENCY</b>	DEPUTY DIRECTOR CALIFORNIA DEPARTMENT OF PUBLIC HEALTH CENTER FOR HEALTH CARE QUALITY (CHCQ) LICENSING AND CERTIFICATION DIVISION P.O. BOX 997377 MS 3000 SACRAMENTO, CA 95899 COMPLAINTS (800) 236-9747 GENERAL INFORMATION (916) 558-1784
<b>MEDICARE</b>	OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN <a href="http://www.cms.hhs.gov/center/ombudsman.asp">www.cms.hhs.gov/center/ombudsman.asp</a>

## DIRECTIONS TO PRESIDIO SURGERY CENTER

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### Presidio Surgery Center

**1635 Divisadero Street, Suite 200** (between Post and Sutter Streets, we occupy the whole 2<sup>nd</sup> floor of the building)

**San Francisco, CA 94115**

**Phone: (415) 346-1218**

### From the Bay Bridge

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- Cross the Bay Bridge and take exit 1B to merge onto US-101 North
- EXIT on 434 B toward Fell / Octavia Blvd.
- MERGE onto **Octavia**
- LEFT turn at **Fell**
- RIGHT turn at **Divisadero**
- LEFT turn immediately into the **parking garage** which is located midway up Sutter Street

### From the Golden Gate Bridge

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- Cross the GGB bridge
- EXIT on **Lombard Street** cutoff, which will be on your right. FOLLOW Lombard ~ 3 blocks
- RIGHT turn at **Divisadero** Follow Divisadero over the steep hills, 15 blocks up and then down to Sutter
- RIGHT turn at **Sutter**
- LEFT turn immediately into the **parking garage** which is located midway up Sutter Street

### From The South

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- **I01N** toward San Francisco (stay in the left lane)
- EXIT at **Octavia**
- LEFT turn at **Fell**
- RIGHT turn at **Divisadero**
- LEFT turn at **Sutter**

Updated 1/27/14

# Presidio Surgery Center

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- LEFT turn immediately into the **parking garage** which is located midway up Sutter Street

## **Parking /Drop off /Pick up**

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- **Parking:** Street metered parking and other parking garages may be available. Our garage is located off of Sutter Street, described above. We offer 40 minute parking validation.
- **Patient Drop Off:** You can enter the building from the 1<sup>st</sup> floor street entrances or from the 2<sup>nd</sup> floor garage entry.
- **Patient Pick up Area:** When the patient is ready for discharge you will be asked to bring your car to the loading spot in our building's garage, entered from the Sutter Street entrance, 2<sup>nd</sup> floor, directly in front of the PURPLE elevators.

## **THANK YOU FOR CHOOSING PRESIDIO SURGERY CENTER**

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We look forward to meeting you and hope that we can make your surgical experience as pleasant as possible.

Thank you for letting us care of you.

Respectfully, the Staff at Presidio

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