

# Preparing for your procedure

## Medical Passport

### New Braunfels location only.

To expedite your pre-operative process, complete your medical history online:

- Start at the Medical Passport website, [onemedicalpassport.com](http://onemedicalpassport.com).
- Accept the Terms of Use and click the **green REGISTER** button for first-time users, or enter your username and password if you already have a Medical Passport.
- Select your state and facility: CHRISTUS Physicians Surgery Center – New Braunfels.
- Complete each questionnaire page and click **NEXT** to save and continue.
- When complete, click **FINISH** to securely send us your information.
- If you need assistance, click the **HELP** link located on every page.

## Pre-procedure

- Notify your primary care physician or specialty care physician of your planned procedure. It may be necessary for them to give their approval before you have the procedure.
- Tell your surgeon about other medical problems you may have. Health problems such as allergies, diabetes, cold/flu, and obesity could affect your surgery and your treatment. If you have diabetes, monitor and make every effort to control your blood sugar.
- Notify your surgeon's office if you have a skin infection, rash, or sores prior to surgery; especially if near your surgical site.
- Refrain from smoking. Patients who smoke are more likely to have infections.
- Your physician or the pre-procedure nurse will instruct you on which of your medications you should take the morning of your procedure.



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## Day before

- Do not eat or drink anything for at least eight hours prior to your procedure unless your physician or pre-operative nurse instructs you otherwise. This includes food, liquid, water, candy, chewing tobacco and gum.
- Do not drink alcoholic beverages 24 hours prior to your surgery.
- Notify your physician if you develop any signs of illness prior to your procedure.
- Change your linens on your bed so your sleeping environment will be clean.
- Do not shave near the surgical area.  
*Shaving with a razor can irritate your skin and make it easier to develop an infection.*

**Failure to follow these instructions can cause serious complications or rescheduling of your procedure.**

## Day of procedure

- Shower or bathe with a new bar or bottle of antibacterial soap.
- Do not shave near the surgical area.
- Shaving with a razor can irritate your skin and make it easier to develop an infection.
- Do not apply lotions, deodorant, powder, hairspray or makeup.
- Brush your teeth.
- Wear loose-fitting, casual clothing that may be easily removed. Consider your procedure when choosing your attire.
- Do not bring valuables or wear jewelry, including wedding bands.
- Bring identification and insurance cards.
- Bring Advanced Directive, Power of Attorney, Guardianship, etc. forms if applicable.
- Bring a protective case for your contact lenses or glasses, dentures, and/or hearing aids.
- Please bring a list of your current medications.
- Please bring a written list of known drug allergies and reactions.
- Let your visitor know they will be asked to wait in the lobby while we prepare you for your procedure.
- A legal guardian must accompany patients under age 18.
- Your adult designated driver will need to stay at the Surgery Center during the procedure in case of an emergency.

- Urine Specimens are required for all females who have begun menstruating AND have not had a hysterectomy or have not reached menopause, including women who have had an endometrial ablation or tubal ligation. Please inform the front desk if you need to empty your bladder.
- No videos or photography are to be taken while in the Surgery Center. Minimize cell phone use while in the waiting room.

## Going home

- You must make arrangements for a ride home with an adult driver (over 18 years of age). You will not be allowed to drive yourself.
- A responsible adult must accompany and stay at the facility while you have your procedure and be available to drive you home.
- Have someone stay with you for the first 24 hours following your procedure.
- Contact your physician if you feel you are having problems after discharge or call the nearest hospital emergency room.
- Do not drive, operate machinery, power tools, sign important papers, or make critical decisions for at least 24 hours.
- Do not drink alcoholic beverages for at least 24 hours or with any pain medications.
- A nurse will attempt to contact you the next business day following your procedure to inquire about your condition. If we do not reach you, you will receive a note in the mail to inform you that an attempt was made to contact you.
- You will be provided with post-operative instructions regarding diet, rest, and medication. In the event of any questions or complications, contact your physicians.
- You will receive an email survey 24 to 48 hours after your procedure. This survey helps us ensure the highest possible level of care and comfort.

## Billing information

You will receive a bill for the services provided by CHRISTUS Physicians Surgery Center. This covers supplies, equipment, personnel, use of the operating room, and recovery room. You will receive a separate bill for the following services:

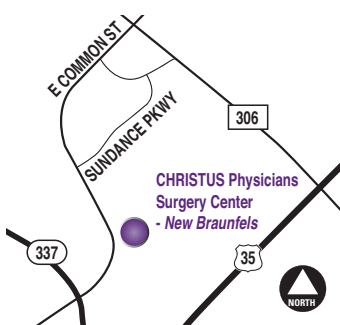
- Your surgeon
- Anesthesia – if you receive any type of anesthesia that required a clinician to administer or to be available for your surgery.
- Laboratory Test – if your physician required lab tests.
- Radiology – if your physician required X-rays or imaging.
- Histology/Pathology – for the examination of any tissues or specimens removed during surgery.
- Physical therapy services – if your physician required physical therapy consultation.

### Please be prepared to pay co-payments and deductibles on the day of surgery.

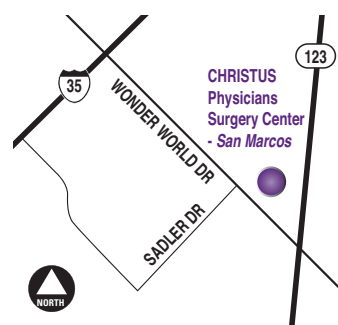
As a routine practice, the Surgery Center attempts to collect all known patient expenses at time of service. Our initial request for payment will include deductibles, co-pays, and co-insurance amounts. However, the amount of all charges may not be known or available at the time of scheduling. Any overpayment will be promptly refunded after your insurance provider has provided us with their portion of the payment. Outstanding balances will not have interest charges.

The billing office staff will be happy to answer any question you may have regarding insurance coverage or billing procedures. For CHRISTUS Physicians Surgery Center – *New Braunfels* or *San Marcos* billing questions, call **830.643.8600**. Office hours are Monday through Friday, 6 a.m. to 5 p.m.

## Locations



**CHRISTUS Physicians Surgery Center - New Braunfels**  
1738 E. Common St.  
New Braunfels | TX 78130  
Tel **830.643.8600**  
Fax **830.643.0444**



**CHRISTUS Physicians Surgery Center - San Marcos**  
1305 Wonder World Dr.  
Suite 105  
San Marcos | TX 78666  
Tel **512.353.8161**  
Fax **512.353.8255**



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CHRISTUS Physicians Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, creed, culture, disability (physical or mental), ethnicity, familial status, gender identity or expression, genetic information, language, national origin, military service, race, religion, sex, sexual orientation, socioeconomic status, or public assistance status. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

# Preventing surgical site infection

## What is a surgical site infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. Some of the common symptoms of a surgical site infection are:

- Drainage of cloudy fluid from your surgical wound
- Fever
- Redness and pain around the area where you had surgery

## What are some of the things that we are doing to prevent SSIs?

To prevent SSIs, physicians, nurses, scrub technicians and other health care clinicians:

- Clean the surgical site in pre-op with a Sage wipe
- Give you antibiotics within 60 minutes before your surgery starts
- Clean their hands and arms up to their elbows with an antiseptic agent just before the surgery
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient
- Wear special hair covers, mask, gowns and gloves during surgery to keep the surgery area clean
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur; we will not use a razor
- Keep you warm with an air blanket during surgery
- Clean the skin of your surgery site again with a special soap that kills germs

## What can I do to help prevent SSIs?

- Tell your physician about other medical problems you may have; health problems such as allergies, diabetes, cold/flu and obesity could affect your surgery and your treatment; if you have diabetes, monitor and make every effort to control your blood sugar
- Inform your physician if you have had a previous infection after a surgery

- Patients who smoke get more infections; talk to your physician about how to 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
- Shower and wash your hair the morning of surgery; do not apply lotions, powder, hairspray or make-up
- Change your linens on your bed so your sleeping environment will be clean
- Notify the physician's office if you have a skin infection, rash or sores prior to surgery; especially near your surgical site

## At the time of your surgery

- If your body hair needs to be removed, we will use clippers only
- Ask if you will get antibiotics prior to your surgery

## After your surgery

- Make sure your health care clinicians wash their hands before examining you; if you do not see them clean their hands, please ask them to do so
- Family and friends should clean their hands with soap and water or an alcohol based hand rub before and after visiting you
- Always clean your hands before and after caring for your wound
- Do not change your dressing or remove it unless instructed to do so; keep the surgery site dry and contact your physician if the dressing gets wet
- Keep your environment as clean as possible, use clean linens, wear clean clothing, clean bath towels and use disinfectants to clean surfaces in your home; such as the bathroom
- New toothbrush (for tonsil and adenoid patients)
- Don't allow pets in your bed while you are recovering from surgery
- During the summer months, do not engage in activity that will cause you to sweat underneath your dressing

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# Information for patients, family and friends for outpatient surgery

Thank you for choosing **CHRISTUS Physicians Surgery Center** for your care. We want you to be well informed during your stay with us today and hope you will find value in this information provided.

## Before the procedure

We are a multi-specialty surgical center with four operating rooms and two endoscopy rooms. On any given day there are six to ten physicians at our center performing procedures. You will be called to the preoperative area **in the order that your physician will see his/her patients**. Once registered at the front desk, a member from our team will escort you to the preoperative area when it is your turn. Any patient under 18 years of age will require a legal guardian to accompany him or her. After you are prepared for the procedure, your family member or friend may be called to the preoperative area to wait with you.

During this time, there are several items to keep in mind when you arrive for your procedure. **Each physician schedules and manages their procedure times at our center.** The scheduled procedure time is an estimate based on your physician's anticipated plan to complete your procedure. At times, a procedure may be shorter or longer than planned by the physician; therefore, we cannot give an exact scheduled time. We will make every effort to meet your expected procedure time and will do our best to keep you and your family informed of delays.

**Attention female patients:** A urine specimen is needed from ALL female patients of childbearing age, 10 to 55 years. Specimen cups are in the *lobby bathroom*, please ask to speak to a nurse if you have any questions.

## During the procedure

After the patient is taken to the operating room (OR) or the endoscopy room, we ask that a responsible family member or friend wait in the lobby or their vehicle and not leave the area. It is very important that the responsible family member or friend stay during the procedure so that the physician may talk to a family member or friend for any of the following reasons: Physician finishes earlier than expected, complication occurs, the team has questions, etc. If the responsible family member or friend steps outside of the building, please make a member of our business office team aware.

- **Cell phones** - At times cell phones can affect medical equipment and disturb others in the lobby. For the safety and comfort of others, please turn your phone on silent. **To honor the privacy and confidentiality of others, patients and family are asked not to take photos or videos of each other with any other patient or visitor in the background.**
- **Food** - While waiting in the lobby, we ask that you not eat foods with a strong odor due to other patients waiting to have a procedure and are unable to eat or drink.
- **Internet** - FREE guest wireless internet access is available in the lobby.
- **Children** - If you have brought your child to the surgery center, please be courteous to those patients and family around you by closely observing your child.
- **Updates** - If the procedure is taking longer than expected; a member of the team will update you on the progress. If you have questions at any time, please speak to the business office team and request an update.

## After the procedure

After the procedure, the patient will be taken to recovery; this is often called Phase I or Phase II in the Post Anesthesia Care Unit (PACU).

If the patient's procedure is under general anesthesia, he/she will be taken to Phase I. This recovery period can be 15 to 60 minutes before he/she is ready for visitors. Once the patient is ready for visitors, a member of our team will take you to the recovery area. A limited amount of visitors will be allowed to avoid overcrowding, control sound and patient privacy. Prior to entry:

- **Cell phones** - **No pictures or video recordings are to be taken of the surgical team.**
- **Apply** an alcohol-based hand sanitizer before entering the PACU area. We have provided various stations within the Surgery Center.
- **Do not bring** food and flowers into the Phase I area.

If the patient's procedure is under moderate sedation, he/she will be taken to Phase II Recovery. You will be allowed to visit once report has been given by the OR team. A member of the team will take you to the Recovery area.