

Frequently Asked Questions

General Questions

Where can I find directions to The Surgery Center at Lutheran?

Follow this link to our [Maps and Directions page](#) where you will find driving directions and parking information.

What are the hours of operation for the Surgery Center?

Our clinical hours of operation are 6:15 am to 5 pm. Business hours are 8 am to 5 pm.

Does the Surgery Center have a parking lot?

Yes, we provide free parking to our visitors. The parking lot is located directly south of the building.

Do you have a cafeteria at the Surgery Center?

We do **not** have a cafeteria at our facility. We provide coffee and there is a soda machine and a vending machine with snacks in the waiting area for families. There are many restaurants in the area as well as a cafeteria at the hospital on campus.

What does NPO mean?

NPO stands for "nothing by mouth." This includes water, gum (gum increases natural saliva production), hard candy, chewing tobacco, food and drink.

What should I wear the day of my procedure?

You will be provided a surgical gown to wear during your procedure. Please wear loose, simple, comfortable clothing and comfortable walking shoes. Leave all jewelry at home. Please keep in mind what procedure is being performed and bring clothes that are appropriate for your return home. For example, for shoulder surgeries, loose button-up shirts are best. For leg surgeries, loose shorts or pants are recommended. Whichever site you are having worked on, wear something that will accommodate a bandage, cast or other type of dressing. If you are having a pain injection, wear elastic loose fitting pants and avoid wearing jeans or pants with metal around the waist area, such as zippers, grommets or buttons. Please remember to leave all valuables at home.

Why do I have to arrive so early before my surgery?

There are many things we need to do to prepare for your surgery. A registered nurse or nurses will take your vital signs, wash and remove hair from your surgical area, review your medical history and medications, and start your IV. We will take time to discuss your surgery with you, answer any questions you may have and review instructions for your return home. You will also visit with your surgeon and anesthesiologist prior to your surgery. If your surgeon has requested your anesthesiologist to provide you with a pain management block as part of your anesthetic, this will be performed before your surgery.

Will I have my surgery at the time I am scheduled?

Your scheduled surgery time is an estimated time. Surgeries may take a shorter or longer amount of time than planned; therefore, we cannot provide you with an exact scheduled time. We will make every effort to meet your expected surgery time and will keep you and your family informed of any delays.

Pre-Procedure

Why can't I have anything to eat or drink several hours before surgery?

There are several reasons for this rule. First, if there are contents remaining in your stomach at the time of surgery, you are more likely to get nauseated and possibly vomit after surgery. Second, during sedation or anesthesia, when anything is present in your stomach, including water, excess saliva, food or drink, these contents can be regurgitated and inhaled into your lungs. This may cause complications, including severe pneumonia.

Why should I fill prescriptions my physician has given me before I have my surgery?

After your procedure, you may be tired and groggy and may not be up to a trip to the pharmacy. Filling your prescriptions beforehand will be easier on you and you will have pain medications on hand when you need them. Please bring them with you when you have surgery.

Do I need crutches?

If you are having any surgery on your lower extremities, ask your physician if you will need crutches. If possible, please bring the crutches with you.

What should I bring?

Bring a case for your glasses, contacts and dentures. Bring reading glasses if needed. Bring your folder if you were given one at the doctor's office. Bring crutches, ice machine, brace, boot or sling if needed. Bring your inhaler, CPAP, and insulin if discussed. Bring a photo ID, your insurance card and a form of payment if you have been notified of a co-pay, deductible and/or co-insurance amount due on the day of your

procedure. All jewelry and piercings need to be removed. It is best to leave all valuables at home or with your family.

Will my family be able to stay with me while I am being prepared for my surgery?

Yes, you may have a friend or family member with you during the preparation for surgery. We prefer you limit visitors to one friend or family member as the rooms are small. If possible, make arrangements for someone to care for your children the day of the surgery. We do our best to provide a calm, quiet area for our patients while they recover at our surgery center.

Post-Procedure

Will I be able to see my family after my surgery?

There is a period of time that you will be in the recovery room. One friend or family member may join you in the post-operative recovery room depending on your nursing needs.

How will I feel after my procedure?

You may feel groggy and tired. You may feel cold or have some chills. Warm blankets are available. Noises may seem louder than usual. Your vision may be blurred and you may have a dry mouth. You may feel some discomfort. If needed, your recovery room nurse can give you pain and nausea medications that your anesthesiologist and surgeon have ordered for you.

What can I do to minimize pain after surgery?

If you are having a surgical procedure, it is normal to experience pain afterwards. If you have been given a prescription for pain medications, get them filled as soon as possible, preferably before surgery and bring them with you to the surgery center. Stay on top of your pain by taking the pain medication when you first become aware of pain sensations. Remember to always eat before taking pain medications to avoid nausea. Detailed discharge instructions will be provided based on your specific surgery.

When will I be allowed to go home?

Everyone reacts differently to surgery and anesthesia, so recovery time depends upon the individual. When you are awake, doing well and feel ready to go home, your nurse will review your post-operative instructions with your responsible party, then allow you to go home. If you receive anesthesia or sedation, you will need to have a responsible adult with you for the first 24 hours to help you with your care. Your safety is our primary concern.

Do I need someone to drive me home and stay with me after my procedure?

Yes, you will need to have a responsible adult take you home after any procedure requiring sedation or anesthesia. This is for your safety. You will need someone available to assist you at home. Patients cannot drive for 24 hours after having sedation or anesthesia.

When can I resume my usual activities? Go back to work? Drive a car?

With regard to driving a car, going back to work or resuming exercises, etc., ask your surgeon, who will explain any limitation(s) you may have.

What signs should I watch for when I go home?

Notify your physician immediately if you experience any excessive bleeding, signs of infection (redness, swelling, heat, increased pain, red streaks, drainage from the wound, fever of 100.6 degrees or higher), difficulty breathing, excessive pain, excessive nausea and vomiting, inability to urinate, shortness of breath or if you have any new pain in either calf area. For any other concerns or problems, contact your physician or, during business hours, the Surgery Center at 303-301-7700. In case of an emergency call 911.

Contacting The Surgery Center at Lutheran

Who do I contact for questions regarding payment or insurance coverage for an upcoming procedure?

Please contact the Surgery Center Business Office at 303-301-7700.

Who do I contact for questions regarding my bill?

Please contact Specialty Billing Solutions at 720-359-2110. Please identify the Surgery Center at Lutheran as your surgical facility to ensure that you are connected to the correct representative.

Who do I contact for questions regarding preoperative clinical questions?

Please call 303-301-7708 and ask to speak to a pre-operative assessment nurse. If your call goes to voice mail, please leave a message; we check our voice mail box frequently throughout the day.

Who do I contact for questions regarding lab or pathology results?

Please contact your physician's office.

Who do I contact for questions regarding medical records?

Please contact the Business Office at 303-301-7700. A release authorization will be required.

Who do I contact if I have a grievance?

Please call the Center at 303-301-7700 and ask to speak to a Management Representative to file a formal grievance.