

Patient Bill of Rights

No person is denied access to treatment because of race, sex, age, creed, color, national origin or source of payment.

Financial Planning

Children's West Surgery Center fees cover the use of the facility only and do not include laboratory, pathology, surgeon or anesthesiologist fees. You will be billed separately for those services.

The business office may call you several days prior to surgery to discuss billing procedures. As a courtesy, we will bill your primary and secondary insurance carriers directly for the surgery center's charges. Please be sure to bring your most current insurance cards with you on the day of surgery.

Be prepared to pay any copay and deductible amounts on the day of surgery. Patients who do not have insurance are required to pay their charges in advance. We realize that at times you may require special financial arrangements. In these instances, please call us prior to the surgery to discuss alternative methods of payment. We accept cash, cashier's checks, credit cards and personal checks with a valid photo ID.

Please feel free to contact our business office if you have questions or concerns regarding the facility charges, our financial policies or billing procedures.

Ownership Disclosure

Children's West Surgery Center, LLC is a joint venture between East Tennessee Children's Hospital and LeConte Healthcare, Inc. The physician who referred you to Children's West Surgery Center may have an ownership interest. You are free to choose another facility to receive the services that were ordered by your physicians.

Complimentary WiFi Available

Children's West Surgery Center offers complimentary WiFi to patients and family.

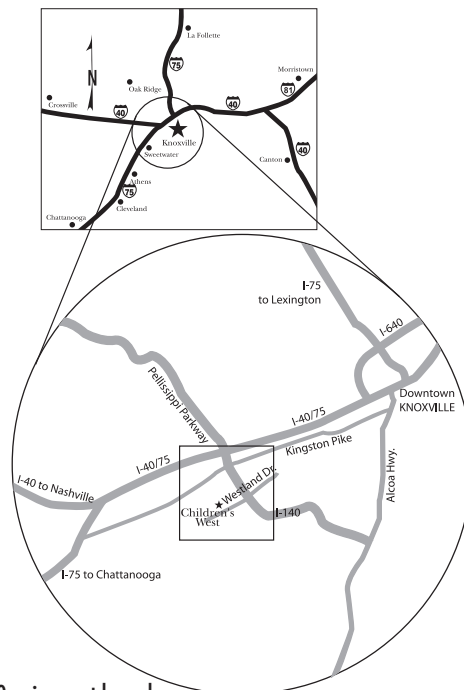
Patient Information

Surgery Date _____

Arrival Time _____

The surgery center will call with your arrival time the business day before surgery.

Location



From I-40 going east bound

Take I-140 E exit - exit number 376B toward Maryville. Merge onto I-140 E toward Maryville. Take the Westland Dr exit - exit # 3. Turn right onto Westland Drive. Take 1st right onto Children's Way.

From I-40 going west bound

Take I-140 E exit - exit number 376B toward Maryville. Merge onto I-140 E toward Maryville. Take the Westland Dr exit - exit # 3. Turn right onto Westland Drive. Take 1st right onto Children's Way.

*We are the building on the right that is closest to the interstate.



Children's West Surgery Center

1020 Children's Way • Knoxville, TN 37922
865-560-0303 phone • 865-670-9082 fax
www.childrenswest.com

Hours: Monday-Friday 6am – 5pm

CWSC is a Smoke-Free Campus

Important information about your child's surgery



Children's West Surgery Center



Children's West Surgery Center

We are dedicated to providing the highest quality of surgical care for your child. We want to make your visit as pleasant and comfortable as possible. Please read the information in this brochure carefully and follow the instructions closely. If you have any questions, please call us before the surgery date.

Preparing for Surgery

It is very important that you provide us with your child's medical information, **as soon as possible**. If you are unable to arrive at the scheduled time, or can't keep your appointment, please call us immediately at 865-560-0303. If after hours, please leave a message on the after hours line. Please feel free to ask any questions you may have and talk to us about special needs.

Using a computer, smart-phone or tablet, please go to www.childrenswest.com and click on the **Patients Start Here** link to complete your child's medical history. If you do not have internet access, please call 865-560-0303 between 9am - 4pm Monday-Friday and ask for the PreAdmission nurse. We will be happy to assist you.

If your child becomes ill or has significant health changes after completion of the medical questionnaire and before the day of surgery, it is very important to notify the PreAdmission nurse at 865-560-0303 and your Surgeon's office.

We will contact you via phone or text on the business day before your scheduled procedure, usually between the hours of 1pm - 4pm, to notify you of your assigned arrival time and specific information regarding eating and drinking restrictions before surgery.

The Day of Surgery

Your physician's office may give you specific eating and drinking instructions to follow; however, if none are given please follow our general policies below.

Eating and drinking instructions:

- A regular diet may be eaten until 11pm the evening before surgery. Do not give any candy, gum, mints, jello or broth after 11pm.
- Patients 2 years old or younger may have milk or formula until 6 hours prior to the assigned arrival time. Do not add any cereal to the milk or formula.
- Babies may be breast-fed until 4 hours prior to the assigned arrival time.
- Sprite, apple juice, water or Pedialyte may be given until 2 hours prior to the assigned arrival time.

FOR THE SAFETY OF YOUR CHILD, THE ABOVE INSTRUCTIONS ARE VERY IMPORTANT. NOT FOLLOWING THE ABOVE INSTRUCTIONS MAY RESULT IN YOUR CHILD'S SURGERY BEING DELAYED OR CANCELED.

Other Instructions:

- Continue to take medications, as scheduled, until 11pm the night before surgery, unless otherwise instructed by your physician. If your child requires medication(s) on the morning of surgery, please contact the surgery center Preadmission nurse several days in advance to discuss.
- Use of cell phones for video recording is not allowed.
- Bathe/Shower and shampoo hair the night before surgery.
- Please remove all jewelry, nail polish, and metal hair accessories.
- For babies & toddlers, please bring an empty bottle or sippy cup for clear liquids that will be given after the procedure. You may bring your child's favorite blanket, stuffed animal or pacifier for comfort.
- Please bring your insurance and photo identification cards. Legal guardians must provide proof of guardianship or notarized authorization for obtaining medical care.
- Be sure to bring any paperwork your doctor gave you, such as test results, medical history or consents.
- Upon arrival, we will ask you the last time your child had food or liquids.
- Your child will be asked to change into a gown for an examination and evaluation by a pediatric anesthesiologist.

- Female patients age 12 years and older, or those who have begun menses, must provide a urine sample after arrival at the center. Please alert the receptionist if the patient needs to urinate prior to admission to the preop room.
- A custodial parent must remain in the center at all times during their child's care.

Anesthesia for Children

After you meet with the pediatric anesthesiologist and your questions have been answered, a plan for your child's care will be determined and explained to you.

Often sedation will be provided for your child prior to going to the operating room. It is determined by age and need. It is usually given in oral form (happy juice) or intravenously to patients 12 years old and older.

In the pre-op room, you will meet the nurse who will be with your child during their surgery or procedure. Please ask any questions you may have. The nurse will then take your child to the operating room. You will be taken to the reception area during your child's surgery.

When the procedure is complete, your child will be moved to the recovery room. You will be escorted to a consultation room to meet with your surgeon and discuss the surgery. When your child is in the first stages of recovery, one nurse will be caring for your child. You will be able to re-join your child in the Phase 2 / Step-Down recovery unit and remain with them for the remainder of their visit.

Recovery and Discharge

Discharge times vary depending on the nature of the surgery. It can be as short as half an hour after the procedure or as long as several hours.

Once your child is ready to go home, you will be given detailed instructions regarding what they can eat or drink, any limitations in activity, medications they should take and a number to call with any questions or concerns.

At Home, After Surgery

After you get home, be sure to follow the instructions provided by your doctor. If you have any questions, you should call your doctor's office .