

THANKS FOR CHOOSING US



We know you have options when it comes to your healthcare needs and we are glad you chose us.

Our Promise

Our promise to you is to provide you, your family and friends with exceptional care. You can expect to have your choices respected and concerns addressed throughout your time with us.

This folder will help you with your upcoming procedure and provide helpful information needed before, during, and after your procedure. With understanding comes comfort and ease for you to be able to focus on your recovery.

Feel free to ask questions to any of our surgical team at any time. Your satisfaction is important to us. Thank you again for choosing Humboldt County Memorial Hospital.

Michelle Sleiter, CEO

humboldthospital.org



Contact Information

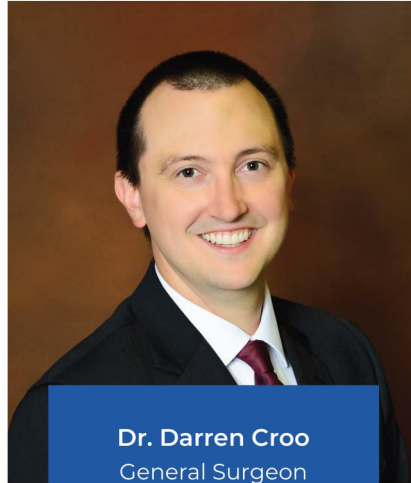
Phone: 515-332-7669
1000 N. 15th St. Humboldt, IA 50548

TEAM

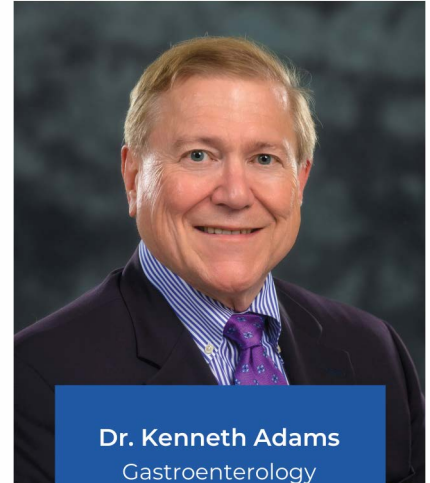
MEET THE SURGICAL TEAM



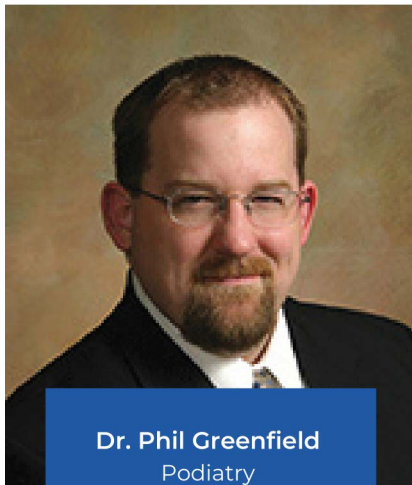
Dr. Greg Olsen
Urology



Dr. Darren Croo
General Surgeon



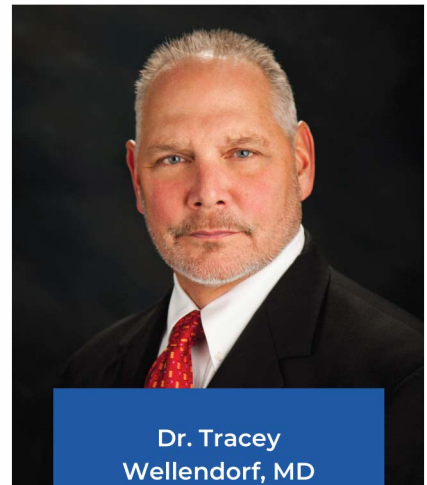
Dr. Kenneth Adams
Gastroenterology



Dr. Phil Greenfield
Podiatry



Mark D. Hartman
(DPM, FACFAS)
Podiatry



Dr. Tracey Wellendorf, MD
Ear, Nose & Throat



Dr. Emile Li
Orthopedics



Jacob Miller
CRNA
(Pain Management)



SURGERY INFORMATION

Name: _____

Surgeon: _____

Procedure: _____

Date of surgery: _____

Time of arrival: _____

(We will call you before surgery to confirm time)

History/Physical (H&P) Date: _____ Time: _____

(4-7 days prior to surgery date)



PRE-SURGERY PHONE CALL

A member of our surgical team will call you 1-3 days prior to your surgery date to review your health, medications and surgery records. They will also review surgery instructions- such as what medications to take/not take, when to stop eating, and what time you should arrive. If you are not home during daytime hours or are hard to reach, please let us know and we can make other arrangements for instructions.



PRE-SURGICAL INSTRUCTIONS

- ✓ Pre-Surgical shower- it helps prevent infection. At your pre-operation appointment a surgical soap will be given to you to use the night prior and the morning of your procedure. Paying special attention to the area where you will be having surgery, as well as your belly button, hands, and feet. Do not wash face or genitals with it. Rinse well.
- ✓ Do not shave any body parts at least 3 days prior to surgery.
- ✓ After showering the day of your procedure please do not use any powder, deodorant, perfumes or lotions.
- ✓ Wear freshly washed pajamas and sleep on freshly washed sheets the night before surgery.
- ✓ Wear freshly washed clothes to the hospital the day of your procedure.
- ✓ Do not eat or drink anything after midnight - this includes water, gum, candy, or lozenges.
- ✓ Do not smoke or chew tobacco after midnight.
- ✓ You will need a driver to get you home and someone to stay with you preferably the first 24 hours after your surgery.



DAY OF SURGERY

- ✓ Take your morning medications as instructed with just sips of water. Please ask your doctor about diabetic and blood thinner medications.
- ✓ Please bring your inhaler if you use one.
- ✓ Do not wear make-up, nail polish, or hair pins the morning of surgery.
- ✓ You may brush your teeth, just do not swallow any water or toothpaste.
- ✓ Please leave all jewelry, money, and valuables at home.
- ✓ Wear loose comfortable clothing.
- ✓ All females ages 12-55 must have urine pregnancy test less than 24 hours before surgery. Our lab will perform upon arrival.
- ✓ We suggest 1-2 adult family members or friends to be with you while at the hospital. Please find other arrangements for young children.
- ✓ Arrive at hospital at your specified time. If running late please call 515-332-7669.
- ✓ Parking is on the back side of the hospital at the Surgery Entrance.

These instructions will help make your surgical experience as safe as possible.

Please call HCMH Surgical Services Department at 515-332-7669 with any questions or concerns you may have.



UPON ARRIVAL

You will check in at the front desk of the surgery department. Once registered, your nurse will come to get you and take you to your room. There will be a review of your health-related history, medications, and he/she will check your vitals. An IV will also be started, surgery consents will be signed, and cleansing/marketing of the surgical site if needed. A family member or friend may be with you at this time if you wish.

Our Certified Registered Nurse Anesthetist will also visit with you prior to surgery and explain his/her part of the procedure to you. He/she will also have a consent to sign for treatment. Copies of consent forms are in this folder so you may have adequate time to review them.



OPERATING ROOM/RECOVERY ROOM

- ✓ The surgery staff will take you to the operating room.
- ✓ Your family/friends will be directed to the waiting room. Our staff will update them if needed. If they choose to leave the hospital they should provide staff with a number to be reached.
- ✓ Your surgeon will come out and visit with you and your family/friends after surgery.
- ✓ You will be in the recovery room until you are fully awake and able to take some ice chips. The amount of time varies with each person and type of procedure done.



PAIN CONTROL

Everyone is different, but you will probably experience some pain after surgery. We cannot prevent it, but we will do our best to help you with it. We will evaluate your pain with your response to our pain scale (0 no pain - 10 worst ever) and provide relief according to doctors' orders.



AFTER SURGERY AND GOING HOME

After surgery we will monitor you closely. Your family/friends can be with you once you come out of recovery and are alert as to what is going on around you.

You will go home when:

- ✓ Your pain is controlled
- ✓ You are able to eat and drink
- ✓ You can take a short walk and sit up in a chair
- ✓ You have gone to the restroom

Home Instructions

You will receive discharge instructions on how to care for yourself before leaving the hospital. Your nurse will review/educate you on the use of your pain medications (if prescribed), care of your incision, and importance of activity. This is the time for you to ask any questions you may have. If you forget or think of something later, please call us at 515-332-7669 for additional help.



FINANCIAL INFORMATION

We would like to thank you for choosing Humboldt County Memorial Hospital. We want to provide you the best treatment to restore and maintain your good health. Understanding statements, insurance coverage, and any balances you owe will save you worry and stress. If you have any questions or concerns about our payment policy, please call one of our Business Office staff at 515-332-4200.

Payment for all services not covered by insurance is due within 30 days after you receive your first bill. If you pay your account in full within the first 30 days, you will receive a 10% discount.

We accept cash, check and credit cards, (Visa, MasterCard, and Discover). We will bill your health insurance as a courtesy to you.

If you are not covered by Medicare or Medicaid, you must understand the following:

Your health insurance policy is an agreement between you and your insurance company. At times, even insurance companies that have a contract with the medical center do not pay in a timely manner.

If your health insurance company has not processed or paid your bill within 45 days, we ask that you contact them to help with the process.

All charges are your responsibility whether your insurance company pays or not. Not all services are a covered benefit. Our contract is with you, not your insurance company.

Estimated Patient Cost Responsibilities

Business Office staff at Humboldt County Memorial Hospital can provide you an estimate of cost for your upcoming surgical procedure. A Business Office staff member can also help research your health insurance coverage and what the out of pocket cost might be for you. Please contact the Business Office at 515-332-4200.

Other Providers or services who will be billing separate from HCMH facility charges for your services may include:

- Doctor/Surgeon
- Quest Diagnostics
- Pathology Laboratories
- State Hygienic Lab
- Radiology Consultants of Iowa (RCI)

Please be advised the information that is provided is an estimate of charges. Insurance information provided to Humboldt County Memorial Hospital does not guarantee payment. The amount of benefit coverage, if any is subject to your plan provisions including but not limited to, medical necessity, patient eligibility and any other contract limitations in effect when services are provided.



**SURGERY
CENTER &
PAIN CLINIC
PATIENT
VISITOR
PARKING**

**AMBULANCE
GARAGE**

**Please follow the red dotted line to the
Surgery Center & Pain Clinic Entrance**

- Enter off 15th Street North
- Stay to the right passing the helipad
- Continue past the Emergency Room
- Take a left into the parking lot



**SURGERY CENTER &
PAIN CLINIC
ENTRANCE**



HANDICAP PARKING

**HUMBOLDT COUNTY
MEMORIAL HOSPITAL**
SURGERY CENTER & PAIN CLINIC
515-332-7669

