

THE SURGERY CENTER OF SANTA ROSA

1111 SONOMA AVE.

SANTA ROSA, CA 95405

1. Patient Welcome Letter

Dear Patient,

Welcome to THE SURGERY CENTER OF SANTA ROSA, an affiliate of SCA. We are pleased that you and your physician have placed your trust in us for your outpatient surgical needs. We look forward to making your stay with us as pleasant and convenient as possible. Your comfort and safety are the first priority of the staff.

Enclosed in this packet is a brochure entitled "THE SURGERY CENTER OF SANTA ROSA". This brochure is designed to answer our patients' most frequently asked questions. We encourage you to take a few moments and read it carefully.

If you have an insurance plan, we will handle billing for you. Please refer to the brochure for an explanation of your payment responsibilities. If you are having a cosmetic procedure, all fees must be paid in full prior to the date of surgery. If you do not have insurance and are not covered by Medicare, Medicaid, or Workers' Compensation, financial arrangements will need to be made before surgery. Prior to your surgery date, you will be contacted by a representative from our Business Office to discuss your insurance coverage and financial responsibilities. Please do not hesitate to ask for clarification on any of these matters during this telephone call.

Also expect a call from our nursing department a day or two before your scheduled procedure to discuss pre-operative preparation and answer any

questions you may have regarding your procedure. During this call, we will review your required paper work, medical status, any special instructions, and arrival time and estimated discharge time. If you receive any sedation or anesthesia you must have a responsible adult take you home from the center. Your designated adult driver should be on hand to help you receive post-procedure instructions and take you home and you should have someone at home with you at least overnight after your surgery. Your anesthesiologist will meet with you before surgery and answer any questions you might have.

Please help us better serve you by reading the forms enclosed and completing and returning the “Patient Registration”, “Pre-op Questionnaire” and “Patient Acknowledgement Letter” **at least one week prior** to your surgery date (postage paid envelope enclosed). This will save you time on the day of your surgery and make the admission process run more smoothly.

If at any time during your visit you have a question regarding a process or your safety, we ask that you speak up and share your concerns with any of our staff. Our goal is to provide a safe, convenient and friendly environment in which your concerns are addressed promptly and to your satisfaction.

If you have any further questions, please call us at (707) 578-4100.

Sincerely,

Ken Alban

Administrator