

NORTH MEMORIAL
Ambulatory Surgery Center
Maple Grove

Welcome to the North Memorial Ambulatory Surgery Center at Maple Grove. We appreciate the opportunity to care for you and your family. We realize that having a procedure can be a very anxious time for you, and we would like to make your stay as comfortable as possible. The Center's number one priority is providing excellent patient care in an environment of skill and compassion.

This brochure will help you prepare for a visit to the North Memorial Ambulatory Surgery Center at Maple Grove. Knowing what to expect, whom you'll meet, and where to find things can reduce anxiety that sometimes accompanies a scheduled procedure. For additional information before your visit, call our staff at 763-581-9031 or visit us on the web at www.northmemorial-asc.com.

PRE-PROCEDURE INFORMATION

Please refer to your physician's pre-procedure instructions, which will include your time of arrival, one hour before your procedure time. If you have had any recent cold or flu-like symptoms, fever, or infections, have had any disease, such as MRSA, VRE, C-Diff, or TB, or have traveled out of the country within the last 30 days, please call 763.581.9082. If you need to cancel or re-schedule your appointment, call your physician's office.

We present a Patient's Bill of Rights and Responsibilities with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician, and the North Memorial Ambulatory Surgery Center at Maple Grove.

If you have an Advance Health Care Directive, please bring a copy with you at the time of your procedure or surgery.

For additional information and downloadable documents, please visit www.northmemorial-asc.com and click on Patient Resources.

BEFORE YOUR PROCEDURE

- **You must arrange for someone to drive you home.** You will need to have someone with you to receive your discharge instructions.
- **You must arrange to have a responsible adult stay with you for 12 hours following your procedure.**
- Arrange childcare for the day of your procedure. If not possible, all children must be supervised at all times by an adult.

Please call us between 9:30 a.m. and 5:30 p.m. at 763-581-9031 if you have any questions.

DAY OF PROCEDURE

- If recommended by your physician or your primary physician, oral medication may be taken with a sip of water.
- Consult with your primary physician regarding your insulin dosage for the day of the procedure and bring your insulin and diabetic supplies.
- Wear your hearing aid.
- If you wear contacts or glasses, bring your case and glasses.
- Leave jewelry and valuables at home, including all body piercings.
- Bring your ID.
- Bring your insurance information. Worker's compensation cases must provide all claim information, including date of injury.
- Enter through outpatient center doors; entrance "B" between the hospital main entrance and urgent care.

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- Check in at Suite 175 Front Desk – on your left when you enter entrance “B”.
- As a service to you, you will receive an identification bracelet. It is important that all patients wear an ID bracelet while at the center.
- Your nurse and physician will evaluate you before your procedure.
- Please ask questions or communicate any concerns regarding the procedure.
- **We request your caregiver remain at the center during your procedure.**
- Please feel free to approach any staff member if you need assistance during your stay and share suggestions for our improvement. It is our goal that your experience with us is memorable and that in the future you will recommend our services.

YOUR RECOVERY

- After your procedure you will return to a patient room for observation and recovery.
- **Discharge instructions will be given to you prior to your discharge. You will need to have a responsible adult available to hear your instructions.**
- You may receive a courtesy call at home from the center to see how you are recovering. If you have any needs or concerns, please call your physician.

COMMUNICATION IS VERY IMPORTANT

Check in at the front desk with your caregiver. The area is staffed from 6:00 am to 5:00 pm.

Depending on the schedule, you may not be seen in the order of your arrival. If you have been waiting longer than 15 minutes, please check with the front desk.

When the procedure is over, the physician will speak with you and your caregiver(s), unless otherwise instructed.

OTHER HELPFUL INFORMATION

- You and your caregiver may use your cellular phone in our waiting room.
- Free WiFi is available.
- A variety of hot beverages and water are available in our waiting room for your caregivers.
- The Maple Grove Hospital campus houses the Four Seasons Café, a full-service cafeteria, serving Starbucks coffee, on the lower level of the building.
- If you have insurance, we will bill your insurance carrier. It is your responsibility to know your network coverage and benefits. If you have further questions, please contact your insurance carrier. Without this information, your claim will be delayed.
- It is the practice of North Memorial Ambulatory Surgery Center at Maple Grove to collect a portion of your estimated financial responsibility prior to your procedure. We calculate this amount based on our insurance contracted rates and your out-of-pocket responsibilities per your health plan. You will receive a call from our Insurance Verification Office to help you understand your responsibilities. If you do not have insurance or if you have difficulty meeting payment requirements, please contact our billing office at 763-581-9033, as we are always available to discuss payment plans.
- In addition to receiving a statement from the surgery center, you may receive statements from your physician’s office, pathology, durable medical equipment, radiology, etc., in the event services were provided related to your procedure.

Your healthcare provider is referring you to a facility or service in which your healthcare provider has a financial or economic interest. You may request an owner list at any time at 763.581.9000 or info@nmascmg.com.