



Dear Surgical Patient:

Your retina specialist has determined that you require surgery. You probably have many questions about your surgery. We have enclosed instructions for the days before surgery, the day of the procedure and the days following. In addition, there is insurance and billing information and a post-operative appointment sheet.

Our surgeons operate at four different facilities listed below:

- St. Luke's Hospital (blue)
- St. Louis Eye Surgery and Laser Center (pink)
- St. Mary's Health Center (green)
- Barnes Jewish Hospital (yellow)

**** How will you know which facility is for you?**

Some patients will be told by our surgical coordinators before they leave the office. If you have not been told, do not worry. Our surgical coordinators will call you as they schedule your surgery and they will schedule you at the best location for both you and your surgeon.

The four facilities are listed above. Information for each one is color-coded in a packet on the left side of this folder. Simply choose the color of the packet for your surgical location and follow the map and instructions.

If you or your family have any questions regarding your surgery, surgery scheduling or insurance, call our surgical coordinators at 314.367.1181 x-2298 or 800.888.0011. They are available Monday-Friday from 7:30 am to 5:00 pm.

BRING THIS PACKET WITH YOU ON THE DAY OF SURGERY.



Medicine Instructions for the Day of Surgery

Name

Date

DO NOT EAT OR DRINK ANYTHING AFTER MIDNIGHT THE NIGHT BEFORE SURGERY.

All medicines prescribed by your medical doctor should be taken as usual with just a sip of water.

No vitamins or supplements the day of surgery.

EXCEPTIONS INCLUDE:

Plavix/Coumadin - Should be stopped 3 to 5 days ahead of surgery. Please contact your medical doctor and follow his/her instructions for this medication.

Aspirin - Should be stopped 1 week ahead of surgery.

Insulin and Oral Medications for Diabetes - Do not take the morning dosage on the day of surgery

* If there are any questions, contact your medical doctor.

* Please bring all medicines to the hospital.

* You will **NOT** be allowed to drive home from surgery. You must have a driver.



For Your Safety. . .

PATIENT IDENTIFICATION PROCESS

- * Your ID band will be placed in the registration area and the information on the ID band is to be confirmed by both the Registrar and you.
- * Your ID band lists your name, birth date, record number, day of surgery and your surgeon's name.
- * All staff will identify you by asking you your name and birth date, and making sure the correct information is on your ID wristband.

PREVENTING WRONG SITE/WRONG SURGERY PROCESS

- * All of our staff will identify you by asking your name and birth date and making sure the correct information is on your ID band.
- * The staff taking care of you will ask you to tell them your correct surgical site and surgical procedure on the day of surgery.
- * Your surgeon will mark your operative site before surgery.
- * A verbal "time-out" occurs in the operating room before any procedure is begun; this involves all staff in the operating room and confirms your patient name, procedure and surgical site.



Insurance and Billing

The Retina Institute participates with most local and national commercial insurers, HMO's, PPO's and Workers' Compensation carriers. Call if you wish to verify our participation with your insurer call our office 314-367-1181 or 1-800-888-0011 and ask for Surgery Scheduling.

After surgery, your insurance company or companies will be billed by:

- * Your surgeon
- * The anesthesiologist
- * The hospital or surgical center where the services were provided. These services are called a "facility fee."

Your insurance company will process the claims of the above three providers and **will notify you in writing of how much they paid each provider on your behalf.**

Please note: **Sometimes the insurance company send payment directly to the patient instead of the provider. If this happens, please endorse the back of the check and send it to our billing department at:**

*The Retina Institute
1600 S. Brentwood Blvd., Suite 800
St. Louis, MO 63144*

You are responsible for any deductible, co-insurance or balance not paid by your insurance company. If your insurance company does not pay the entire amount due, The Retina Institute will send you a statement detailing how much you owe. Any co-insurance or deductible not covered by insurance is to be paid on the day of service. Payment may be made by check, cashier's check, cash or credit card (American Express, Discover, Master Card and Visa).

You can also pay your bill on-line with a credit card by going to our website: www.rc-stl.com. Go to the bottom right corner and click on "Pay My Bill Here."

If you do not have insurance, you will be required to pay for your surgery on or before admission.

If you have questions about billing, contact The Retina Institute's billing department at 314-367-1181 or 1-800-888-0011.