

Patient Services

About Your Bill

If you have given complete and accurate insurance information to your surgeon's office, our Business Office Staff will call your insurance company prior to your procedure to verify your medical benefits for our facility charge. This covers your pre-procedure evaluation, most supplies, and medications, equipment, personnel, and use of the procedure and recovery rooms. We will obtain any information regarding co-payments, coinsurance, and/or deductible amounts that will be your responsibility. Payment or your share of charges is expected in full at the time you register.

If you have no insurance or if your insurance does not cover the procedure to be performed, you will need to pay the hospital facility fee prior to or on the day of the surgery. Special prior financial arrangements can be made with our business office.

For your convenience we accept cash, personal checks, cashier's checks, money orders, VISA, MasterCard and American Express.

In addition to our bill for the facility fee you may receive separate bills for the following services:

- Your physician or surgeon,
- Anesthesia, if it was necessary to be available for your procedure,
- Laboratory tests, if they were required by your physician,
- Radiology imaging before, during, or after your surgery, and/or,
- Pathology if specimens were removed during surgery.

Any questions regarding these services should be directed to the billing offices of the appropriate provider.

We will be happy to answer any questions you may have regarding insurance coverage and billing questions. For insurance inquiries, please call 812-590-3818 and for billing inquiries, please call 1-877-201-8977.

Surgery for Children

Legal Guardians must bring proof of guardianship, if applicable.

PMC Regional Hospital was designed to accommodate the special needs of our pediatric patients. The hospital has a highly-qualified nursing staff and anesthesia team who have extensive training and experience with children. We welcome you to tour the hospital and to ask any questions you may have prior to your child's procedure.

We encourage children to bring a favorite stuffed animal or blanket with them. A parent or guardian is required to stay with their child during the preoperative and postoperative processes and must remain in the building during the child's surgical procedure. Parents of small children should bring child care items such as bottle formula, bottles, sippy cup, diapers, or extra underclothes.

Participating in Our Patient Survey

Your comments and suggestions are very important to us and will help us improve the services we provide to our future patients and their families. Patients who discharge on the same day of surgery will receive a paper copy of our Patient Satisfaction Survey before leaving the hospital. Patients who stay overnight in the Inpatient Department may receive an HCAHPS Survey via phone up to 30 days after discharge by a company contracted by our hospital. We appreciate your participation and Thank You!

Scheduling confirmation

Surgeon: _____

Date of surgery: _____

Time of arrival: _____

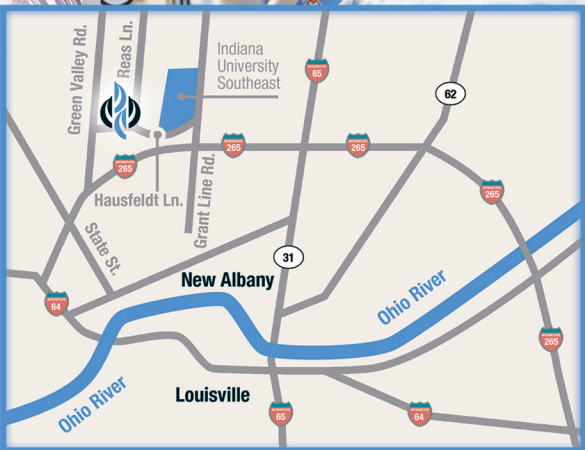
Reminder: If you are unable to keep your appointment or you are delayed, please contact the hospital immediately at 812-206-7660.

PMC Regional Hospital

4023 Reas Lane
New Albany, IN 47150
P: 812-206-7660 / F: 812-206-7650
PMCindiana.com

PMC Regional Hospital is a physician owned facility.

Thank You for Choosing
PMC Regional Hospital



Welcome

We are pleased that you will be having your surgical procedure at PMC Regional Hospital. We are confident that you will have the very best surgical experience possible.

At PMC Regional Hospital you will experience the future of healthcare.

We Offer:

- A comfortable, welcoming facility,
- Highly-skilled, caring, friendly staff,
- State-of-the-art surgical equipment, and
- The latest advances in surgical and anesthesia procedures and technology.

Preparing for Surgery

Our goal is to send you home well on your way to a speedy, full recovery.

1. Your physician will discuss your operation with you during your office visit. Your surgical procedure will be scheduled at that time. Please be sure to tell your doctor about any existing medical conditions and any medication that you are currently taking.
2. After your surgery is scheduled, you will receive a phone call from a member of our nursing staff to obtain a basic health history and to review your preoperative instructions and current medication list. If you do not hear from us by the day before your surgery, you may call us at 812-590-3808 between 730am-630pm Monday through Friday or 812-206-7660 after hours and on Saturdays and Sundays. It is during this phone call interview that you will be instructed about what time to arrive at the hospital.
3. Prior to your surgery, you may be sent for lab work or other tests ordered by anesthesia or your doctor.
4. You and your family are welcome to visit the hospital prior to your stay to see the accommodations.

Before Surgery

You should follow these important safety rules which are critical to your well-being. If you do not follow these guidelines, your operation may have to be delayed or even cancelled.

- Do not eat or drink anything after midnight the night before or the day of your surgery unless your doctor or anesthesiologist instructs otherwise.
- Do not smoke or use any tobacco products after midnight the night before your surgery.
- Do not drink alcohol for 24 hrs before or after your surgery.
- You will need someone 18 years or older to take you home upon your discharge from the hospital.

The Day of Surgery

Please review the patient's rights and responsibilities which are located at the receptionist desk as well as on our website www.pmcindiana.com.

- Please make sure you have nothing to eat or drink after midnight on the day of your surgery.

Medication Information

- If you take insulin or any other routine medication, your doctor or anesthesiologist will tell you how to take your medications the day of surgery.
- If you take blood thinners (such as Coumadin, aspirin, Plavix, etc.) please notify your surgeon when scheduling your procedure.
- You may take your routine heart, blood pressure, breathing, or seizure medication the morning of the surgery with a small sip of water.
- If you are planning to stay overnight at PMC please bring your medications in their original pharmacy container for review of the information with your nurse.
- Bring your driver's license or identification card, health insurance cards/forms, POA, or legal guardianship papers with you. Depending on your insurance, you may also be asked to bring your co-pay, coinsurance or deductible.

- Choose low-heeled shoes and loose, comfortable clothing which are easy to put on, take off and that can easily be folded. Avoid garments that pull over your head. Sleeves and pant legs should be loose enough to fit over bandages if necessary.
- Remove all make-up and your contact lenses if you wear them.
- All jewelry must be removed prior to surgery. Therefore, it is best to leave all jewelry and other valuables at home or with a family member.

If applicable bring the following items with you:

- A protective case for contact lenses or eyeglasses,
- Dentures,
- Hearing aids, and/or
- Crutches or walker or other equipment provided by your doctor.

- **Please check-in at the front desk upon arrival to register.** A nurse will escort you into the preoperative area where your pulse, temperature, respirations, and blood pressure will be taken. You will be asked to change into a gown provided by the hospital. Until you are ready to be discharged, your valuables will be placed in a secured locker or given to the person that accompanied you.

- **After your procedure**, you will be moved to a recovery area for a short while. If you are an outpatient, you will remain in that recovery area until discharge. If you will be spending the night in the inpatient department, upon transfer to that department, you will be oriented to your private room and the amenities. You will also begin to learn about and participate in your plan of care.

If you are unable to keep your appointment or you are delayed, please contact the hospital immediately at 812-206-7660.

During Your Hospital Stay

- We have registered nurses on duty at all times. They are highly-trained and certified in advanced cardiac life support and pediatric advanced life support.

- You will be served breakfast, lunch, and dinner upon your request. You will be able to choose from a variety of foods. Our food is available 24 hours a day. Special diets can be provided to our patients with particular requirements.

Hospital Discharge

In most cases, depending on your procedure, you will be ready to leave the hospital in 1-3 days following the completion of your stay. In the discharge process, you will be given specific instructions from your physician and nurses regarding your postoperative care.

What to do in the event of an emergency?

When to follow-up with your doctor?

How and when to change your dressings?

How to take your routine medications?

What to do for post-operative pain?

When you can return to work?

Contact your physician if you feel you are having problems after discharge. If you cannot contact your doctor but feel your concerns warrant a doctor's attention, call or go to the emergency room closest to you.

After discharge from our hospital, a member from the PMC Regional Hospital staff will call to see how you are doing. You may contact us at any time at 812-206-7660 for questions. We are staffed 24 hours a day.

Reminder: You must have someone 18 years or older to drive you home after hospital discharge.

PMC Regional Hospital is an accredited healthcare organization. If you have concerns or questions regarding our quality of care, please feel free to contact the administrator at 812-206-7660. You may also contact the Joint Commission toll free hotline at 1-800-944-6610 if we are unable to resolve any issues to your satisfaction.