

Your Guide to Surgery



CRYSTAL CLINIC
ORTHOPAEDIC CENTER

Welcome to Crystal Clinic Orthopaedic Center

Dear Patient,

Thank you for entrusting Crystal Clinic Orthopaedic Center with your care. Please know that you are receiving expert specialty services from highly trained and compassionate physicians, nurses, therapists, and other



professionals who focus exclusively on treating the distinct needs of orthopaedic, musculoskeletal, plastic, and reconstructive patients. This high level of patient-centered, specialty care has earned Crystal Clinic nationally-renowned status for excellence. Most important, it has earned us the trust and endorsement of patients near and far.

This Guide to Surgery has been developed to help you become better acquainted with our full range of services. Of course, if you have any questions about your care, we are always here to help. Please don't hesitate to ask your physician, nurse, or any other member of the hospital staff. For added convenience, our Patient Liaison is available to discuss any concerns you may have about the care you received during your course of treatment. The Patient Liaison can be reached by phone at 330-670-6144.

We are truly privileged and honored to serve you. On behalf of our entire team, we look forward to helping you regain motion, leave pain behind, and become stronger than ever.

Sincerely,

Paul R. Fleissner, M.D.

*President and Chairman
of the Crystal Clinic Board of Managers*

Important Numbers

CRYSTAL CLINIC HOSPITAL

Crystal Clinic Orthopaedic Center Hospital: 330-670-1005

Monday through Friday 5:30 a.m. to 9 p.m.

(For current visiting hours, see CrystalClinic.com)

Hospital Pre-Admission Testing: 330-670-3508

Monday through Friday 7 a.m. to 5:30 p.m.

Hospital Same-Day Surgery: 330-670-3505

Monday through Friday 6 a.m. to 7 p.m.

CRYSTAL CLINIC OUTPATIENT SURGERY

Outpatient Surgery Center: 330-668-4085

Monday through Friday 6 a.m. to 4:30 p.m.



Before Your Surgery

To simplify your surgical experience and help you understand the entire process of your surgery, please review the information in this booklet.

FOR ALL PATIENTS

Pre-surgery screening is a very important part of your surgical journey. When you are scheduled to have surgery at Crystal Clinic, you should expect to receive a call from our Pre-Admission Testing Department or be scheduled for a Pre-Admission Testing appointment. During these encounters, a nurse will discuss your medications, allergies, health, surgical, and social histories. This information is then reviewed by our anesthesia team.

Why is This Necessary?

Patient safety and positive surgical outcomes are the priority at Crystal Clinic. Pre-surgery screening is a great way to begin gathering all the information needed to proceed with your surgery.

Patients who are healthy or having a minor procedure will only need this phone screening. Other patients may be asked to come in for additional testing.



What to Expect During a Testing Appointment

- Patients, who are instructed to come in for a testing appointment, will meet with a nurse clinician. This staff member will ensure that all necessary testing is completed. This testing could include lab work, urine testing, electrocardiogram or EKG, or an X-ray.
- The patient's height, weight, and vital signs are also obtained.
- The nurse clinician will also perform a physical assessment of the patient. This clinician will review the patient's health, medication, and allergy histories.
- During this appointment, some patients may see one of our in-house medical doctors for a surgical clearance.
- For patient convenience, some patients have appointments near the time of their testing appointment for CT scans, Physical Therapy, or to pick up durable medical equipment.
- Anesthesia staff will see all patients on the day of surgery. Until then, they are working behind-the-scenes to review your information to help you have an outstanding surgical experience.

What to Have Ready for Your Pre-Surgery Phone Assessment or Pre-Admission Testing Appointment

- Your medication bottles or an updated list of your medications and supplements
- Medication dosages and frequency taken
- A written record of your past hospitalizations, including the dates and reasons for admission

If You are Required to Have a Pre-Admission Testing Appointment:

- Dress casually for your appointment. (Please do not wear a dress or pantyhose.)
- Know that no fasting blood work is needed for testing.
- Bring your insurance card and picture identification.
- Bring a copy of your Living Will, Durable Power of Attorney for Healthcare, DNR, and/or Guardianship paperwork.

If you need to reschedule your Pre-Admission Testing Appointment, contact your surgeon's office.

Pre-Surgery Requirements

In order to provide you with the best surgical outcome, Crystal Clinic may require that you have Pre-Admission testing, a Physical Therapy assessment, a primary care doctor appointment, or a specialist appointment. Your surgeon's office will instruct you about these potential appointments.

Avoid Smoking and Alcohol

Stop smoking. Patients who do not smoke heal better and faster. Avoid alcohol for 24 hours prior to surgery.

Arrange for an Accompanying Family Member or Friend

Plan ahead to have a family member or friend accompany you to the Crystal Clinic Orthopaedic Center on the day of surgery. For your safety, you will not be allowed to drive or take public transportation alone after a surgery with anesthesia. A responsible adult 18 years or older must be available to accompany you home.



Report Allergies

Your allergies will be reviewed at every stop of your surgical experience – from your surgeon’s office, to pre-testing, as well as on the day of your surgery. Since special measures are taken for patients with allergies, it is very important for you to have an accurate allergy list. This list should include the allergen as well as the reaction. Medication, metal, adhesive, food, and latex allergies should all be reported. Patients may be identified as having a latex allergy if they have had any skin rashes or breathing problems after contact with band-aids, balloons, gloves, condoms, rubber products, or with dental visits; or who have allergies to bananas, avocados, chestnuts, kiwi, papaya, or other tropical fruits.

Report Illness, Cancellation

Please call your surgeon immediately if you develop a cold or other illness, including recent dental infections, before the day of surgery so we may evaluate your situation further. If you develop signs of infection at or near the surgical site (cuts, scratches, bites, burns, etc.) before your surgery, please call your surgeon. If you cannot keep your surgery appointment for any reason, please call Crystal Clinic Orthopaedic Center at 330-668-4040 or 800- 662-4043, ext. 4201.

Protect Your Skin

Your skin is the first defense against post-operative wound infection. While many steps are taken to prevent infection during and after surgery, nothing is more important than the defense of your skin prior to surgery. Protect your skin from abrasions or scratches. Shave only as directed by your surgeon. Do not use lotion after the last bath or shower before surgery. Consult your surgeon if you need to have a dermatological procedure done in the month prior to surgery or 4 months after surgery. Notify your surgeon of any cuts, scrapes, pimples, or rashes near your surgical site.

Bring Advanced Directives and Guardianship Paperwork

Your surgeon and the surgical team need to be aware if you have Advanced Directives or a Guardianship. Advanced Directives are documents such as a Living Will, a Durable Power of Attorney for Healthcare, or a DNR.

If a copy of your Advanced Directive(s) or Guardianship paperwork has not been scanned by your surgeon's office, please bring it on the day of surgery. The registration staff will gladly scan these documents into your medical record.

In the event that a hospital admission or transfer becomes necessary, notification that an advanced directive exists will be communicated to hospital personnel upon arrival. Please feel free to discuss any concerns with us.

Follow Your Surgeon's Instructions for Eating and Drinking

Follow your surgeon's instructions for eating and drinking. Serious complications could occur if these instructions are not followed.

Constipation: The Best Treatment is Prevention

Some patients find that after surgery they have trouble getting their bowels to move. This can happen because of:

- Decreased activity
- Pain pills
- Iron pills
- Effects of anesthesia

You can help prevent this by:

- Eating a well-balanced diet that includes fresh fruits and vegetables
- Drinking plenty of water
- Walking
- While taking pain medication, take an over-the-counter stool softener and fiber laxative daily

If you are experiencing constipation symptoms prior to your arrival to surgery it is important to let your care team know prior to your surgery.

For Patients Spending the Night With Us

Watch "How to Prepare for Your Surgery" Video

If you are having a total hip replacement, total knee replacement, total shoulder replacement, or spinal fusion, please view an informative video about your surgery to help you prepare for it.

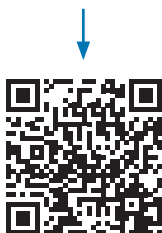
This videos is designed to help patients and their family member or coach understand the process of having a total joint replacement surgery or spinal fusion surgery. It covers the following topics:

- How to get through the surgery maze
- Pain control after surgery
- Nursing care
- Physical therapy
- How to plan for your discharge

This video is free to view. Follow the steps below to watch it today.

Here is all you need to do:

1. Click on or scan this QR code.



2. View the video, ideally with someone who will be helping you throughout your recovery
3. If you have questions after viewing the video, you may email totaljointclass@crystalclinic.com or contact your Crystal Clinic provider directly

Pack for an Inpatient Stay

If you will be admitted to the hospital after your surgery, please bring the following with you:

- Two sets of loose-fitting pants, socks, underwear, and shirts
- Safe walking shoes with rubber soles
- Hygiene bag and shaving kit
- Make-up/cosmetics
- Magazines or books
- Smartphone, iPad, or any other device that you regularly use (and the charging cords)

Preparing the Skin Before Surgery – CHG Solution

Before surgery, you can play an important role in your own health.

Preparing your skin before surgery can reduce the risk of a surgical site infection. You will be provided with a special soap called chlorhexidine gluconate* (CHG).

** Not to be used by people allergic to chlorhexidine gluconate*

- Do not take a tub bath with CHG solution.
- Do not shave the area of your body where your surgery will be performed unless you received specific permission from your physician.

The night before your surgery follow these instructions:

1. Using a clean wash cloth, shower with warm water and regular soap. Wash your hair as usual with your normal shampoo. Rinse your body and hair thoroughly to remove the soap/shampoo.
2. With a clean, wet washcloth apply the CHG soap solution; turn water off to prevent rinsing the CHG soap off too soon. Do not use CHG soap solution near your groin, eyes, ears, or mouth.
3. Lather your entire body from the neck down. Wash thoroughly, paying special attention to the area where your surgery will be performed. Avoid scrubbing your skin too hard.
4. Wash your body gently for about five (5) minutes. Turn the water back on and rinse your body thoroughly.
5. Pat yourself dry with a clean, soft towel. Do not apply lotion, cream or powder. Dress with freshly washed clothes.
6. At bedtime, place clean sheets on your bed and wear clean pajamas.

The Day of Your Surgery

When to Arrive

Your arrival time is very important. Your surgeon's office will let you know when to arrive. Some offices will let the patient know the arrival time when the surgery is scheduled and others will call the patient the afternoon before surgery. If you have special needs or considerations about surgery or arrival time, please let your surgeon's office know.

Where to Park

Parking is available on the surface lots in front of both Crystal Clinic facilities. Handicapped parking is available at both locations. Patients should be dropped off at the covered main entrance.

Dressing for the Day of Surgery

On your day of surgery, wear casual and comfortable clothing. If you will be discharged on the day of surgery and are having a shoulder surgery, wear an over-sized, stretchy shirt.



You will change into a hospital gown prior to surgery. Do not wear jewelry of any kind including rings, body piercings, and watches. Do not wear pins or clips in your hair. If you wear a wig, you will be asked to remove it before surgery. If you wear dentures, you may leave them in. Do not wear contact lenses and instead wear your glasses. If you do not have glasses, bring your contact case and solution with you, so you can remove your contacts prior to surgery. Wear little or no make-up and no false eyelashes or nail polish.

CHG Wipe and Iodine Nasal Swab

Wear clean clothes the day of surgery and do not apply lotions, creams, or powders.

1. Your surgical site will be cleansed with a CHG wipe by the preoperative nurse.
2. Your nose may be swabbed with an iodine nasal swab by the preoperative nurse. The nasal swab will help to lower the bacterial count of infections which may be harbored in the nasal passages.



Why is this product being applied to my nose when my surgery is on a different part of my body?

Thirty percent of all people have a staph bacteria in their nose called staphylococcus aureus (referred to as "staph" or "staph aureus"). This increases the chance of an infection after surgery. Common antibiotics will not get rid of the infection.

To reduce the risk of infection, we apply the 3M™ Skin and Nasal Antiseptic to your nose before surgery. This kills 99.5% of Staphylococcus aureus in the nose and overall bacterial reduction is 99.2%.

What can I expect when the product is applied?

You may notice a slight smell or taste during the application. This won't last long. The swab fits comfortably in the nose and the thick formula makes the application easy.

In order to work, the antiseptic must stay in your nose. Do not blow your nose or wipe inside the nostrils.

If your nose drips during the application, it can be easily wiped with a tissue. It will not stain your skin.

In clinical studies, 96% of people using the product rated the process acceptable or very acceptable.

What happens to the prep after surgery?

The prep should be left in the nose until it clears up by itself. It's normal to see some of the brown iodine on your tissue if you need to wipe your nose.

What if I'm allergic to iodine?

It's very important to discuss your allergies and any sensitivity to iodine with your healthcare provider.

If you have any additional questions, please ask your healthcare provider.

Personal Belongings and Valuables

At time of registration, bring your driver's license or ID, insurance card(s), any sling, brace, cold therapy unit, or CPAP (if you will be staying overnight).

Valuables: Whenever possible, leave valuables at home, including jewelry, watches, wallets, cash, credit/debit cards and keys, or give them to a family member or friend. Crystal Clinic does not accept responsibility for lost or misplaced items.

Medications: Please do NOT bring your own medications unless specifically directed to do so by one of our staff members.

Personal Items: We know that you may want to bring other personal items to make your stay more comfortable. We ask that you leave these additional belongings in your car. Your family or visitors may bring personal items to your room after your surgery is completed and you are settled in your room.

Family Lounge

While you are in surgery, your family or visitors are invited to wait in one of our waiting areas. Comfortable chairs and couches, as well as tables and televisions, are available for your visitors to use. Outlets are available to charge electronic devices.

We offer several dining options:

Outpatient Surgery Center: Coffee, tea and water are provided. Vending is also available.

Crystal Clinic Hospital:

Crystal Café (Ground Floor)

- Offers hot meals on Monday – Friday from 7 a.m. – 2 p.m.
- Starbucks, retail snacks, and beverages on Monday – Friday 6 a.m. – 4 p.m.

Waiting Rooms

- Several waiting rooms offer coffee, tea and 24-hour vending

Information: Your visitors will be kept aware of your progress through the use of our information system. While we safeguard your personal information, your family will be given a code to track your progress. The surgeon will also speak to the person(s) of your choosing after your surgery is complete. Your family will be notified when you have been settled in your room and are ready to receive them.

Comfort: While we make every effort to provide the perfect temperature in our waiting lounges, your visitors may want to consider bringing a sweater or light jacket for comfort.

Children: Please note that children under age 12 must be attended at all times and are not permitted in any of our surgical areas.

Questions

On your day of surgery, you will meet with a pre-op nurse, an anesthesiologist, and your surgeon. Please discuss any previous anesthesia problems with our anesthesia staff. One of these highly qualified individuals will answer any last minute questions that you have. For questions that cannot wait until your day of surgery, please contact your surgeon's office.



After Your Surgery

Length of Stay

Your time in the Recovery Area will depend on your type of surgery and anesthesia. Some anesthesia medications wear off faster than others and some patients wake up faster than others. Once our staff determines that you are awake enough, you will be discharged or transferred to your room in the hospital. Many different surgeries are performed at Crystal Clinic. Some surgical patients go home the very same day and others may spend one or more nights here with us. If you have a specific question about the usual length of stay for your type of surgery, please contact your surgeon's office.

Drinking Liquids

Liquids will be available for you following surgery.

Informing Family

We will notify those waiting for you when you arrive in the Recovery Area and when you are able to have visitors.

Written Discharge Instructions

When you are ready for discharge, you will receive detailed written instructions. A nurse will review these instructions and answer your questions. These instructions will include specifics on activity, diet, medications, and follow-up as well as contact information for your surgeon.

Effects of Anesthesia

If you have received a general anesthetic or sedation, the medications and anesthetic you received will affect your body. Because these are still in your system for 24 hours after surgery, you cannot:

- Drive a car, or operate machinery or power tools
- Drink any alcoholic beverages, including wine and beer
- Make important legal decisions or sign important legal papers



You may experience side effects from medications or anesthetics used during surgery. This could include:

- Lightheadedness, dizziness, or sleepiness
- Mild nausea, which can usually be controlled by drinking carbonated beverages such as cola or ginger ale
- Scratchy throat, which can be relieved by using throat lozenges
- Headache, which can be relieved by lying down, drinking liquids, and taking pain medication
- Generalized muscle aches, which can be relieved by movement and taking pain medication

Side effects are usually minor and generally wear off within 24-48 hours. If you have any questions or concerns while you are staying with us, ask your nurse. Discharged patients should contact their surgeon's office with questions. If you are unable to reach your surgeon or if you need immediate care, go to Crystal Clinic's QuickCare Clinic, an urgent care, or the local emergency room.

Pain Control

Pain is an unfortunate part of the surgical process. Although pain medications will be useful in relieving pain after surgery, there are other pain-relief methods that can be effective in reducing your pain level.

Studies have shown that using relaxation techniques after surgery can be very beneficial to your recovery. Muscle tension caused by stress and anxiety can increase your pain, so allowing yourself to relax can release this tension and help you feel more calm and in control of your situation. It may take practice to learn which relaxation techniques are best for you. You may also find these exercises to be beneficial long after your recovery.

Your nurse can offer guidance in using these techniques, which include:

Music Therapy: Music therapy and distraction help take your mind off the pain. This includes reading a book, playing cards, watching television, laughing, talking to a friend or listening to music. Along with managing pain, music can help with relaxation. In the hospital, music can be found on channels 76 thru 83. Consider bringing headphones so you can listen to music on your smart phone or MP3 player. Download free apps that play relaxation music and sounds. You can also find books and CDs on relaxation exercises at your local library or bookstore.

Breathing Exercises: Breathing exercises usually start with focusing on your breathing, so you can become more relaxed. Start by putting yourself in a comfortable position. (Dimming the lights or being in a dark room can help.) Either shut your eyes or focus on a point. Slow down your breathing, taking slow, deep breaths. If your mind wanders, think of a two-syllable word, keeping in time with your breathing. As you breathe in, try to imagine you are breathing in peace. As you breathe out, imagine your tensions are being released. Continue for 2-3 minutes of controlled breathing.

Guided Imagery: Guided imagery and visualization distract your mind from stress and pain by focusing your attention on a peaceful place where you feel carefree and relaxed, such as the beach or mountains. Begin by making yourself comfortable, closing your eyes and taking deep, slow and

full breaths. Think of your special place and imagine lying comfortably there. Become aware of your senses, imagining the sights, sounds, smells, the texture of the ground beneath you, and a feeling of warmth and contentment. When you are ready, end your visualization and gently bring your attention back.

Muscle Relaxation: Progressive muscle relaxation is a method that involves slowly tensing then relaxing each muscle group in the body. This teaches you how to relax your muscles by making you more aware of the difference between tense and relaxed muscles. With practice, you will learn to recognize when you are tensing up and quickly respond with relaxation. Start by sitting or lying down in a comfortable position. Close your eyes and take slow, deep breaths. Breathe easily and naturally. Slowly tense and relax each muscle in the body, leaving out those that hurt. Begin with each hand, moving to the arms, shoulders, stomach, toes and feet. Once you get to your face, pull your eyebrows together in a frown and release, close your eyes tightly, hold and release, then open your mouth wide, hold and release. When you are finished, spend some time lying quietly with your eyes closed. Remember to move slowly as you get up.

Physical Agents

You may also use the following for pain relief:

- Cold therapy to help with acute pain that you experience right after surgery
- Heat therapy for muscle spasms and to reduce chronic pain
- Repositioning to reduce stiffness and discomfort from staying in the same position for a prolonged period of time
 - Try moving from the bed to recliner to change positions (ask a staff member for assistance before standing or walking)
 - Use pillows or blankets to reposition in bed
 - Refer to the folder at your bedside for more information

Tips for Preventing Nausea and Vomiting After Surgery

Tell Your Care Team About Your Nausea

Reporting nausea as soon as it occurs is important.

Your nurse should be made aware of the issue if you are in the hospital. Your surgeon should be told if you are recovering at home. Medications can be prescribed to help minimize the problem if your care team is aware of the issue.

Talk to Your Anesthesiologist

Discuss previous episodes of nausea and vomiting you've experienced after surgery with your anesthesiologist prior to your surgery. If the problem is known, the anesthesia provider can choose anesthesia medications that are less likely to cause nausea and vomiting.

Prevention is Key

Medications can be given to prevent nausea before it happens. Some surgeons routinely include anti-nausea medications in post-operative orders to minimize the problem. If you have experienced nausea and vomiting in the past, be sure to let your care team know so that preventative measures can be taken.

Don't Rush Your Diet

A slow return to normal foods is an ideal way to minimize nausea. After surgery, the diet typically starts as clear liquids until the patient has bowel sounds. If clear fluids are tolerated, other liquids such as juice, tea, milk and coffee may be introduced. If these are tolerated, you may advance to your regular diet, starting with soft foods such as applesauce or pudding.

Temperature May Be Key

Some patients are very sensitive to the temperature of fluids. They may tolerate room temperature fluids or warm fluids well, but cannot tolerate cold drinks. The opposite may also be true.

Ginger, Ginger, Ginger

Ginger ale that has been allowed to go flat has been found to be soothing to the stomach and can often be used as a treatment for nausea. Beware, fully carbonated drinks can make the stomach feel bloated and can contribute to nausea.

Ginger in general has been shown to help nausea, so ginger candy and other types of ginger foods can be used, as long as they have real ginger as an ingredient, not ginger flavoring.

Combat Dehydration

If dehydration is a problem, drinks with electrolytes in them may help return the body to normal more quickly than other beverages. There are many types of electrolyte replacement drinks, ranging from Gatorade to Pedialyte®.

Activity

Level of activity after surgery varies with each patient and each type of surgery. Your surgeon, nurse or physical therapist will discuss your individualized post-surgery level of activity with you.

For patients going home the day of surgery, we recommend that you limit your activities for the remainder of the day. Avoid strenuous activity, such as lifting heavy objects, pulling, or bending. Do not engage in sports or heavy work until your surgeon approves.

Help at Home

For your safety and protection, we strongly suggest that a responsible adult be with you the rest of the day and your first night at home or maybe even longer depending on the type of surgery that you had and the level of assistance that you require. Having help at home will aid you in your safe, speedy, and healthy recovery.



When You're Home

To have a safe recovery from your surgery, all patients should observe the following instructions:

Diet for Outpatient Surgery Patients

Start with liquids such as juice or soft drinks (soda), then gelatin, soup and crackers, and gradually work up to solid foods.

Dressings

You may or may not go home with a dressing. If you have a dressing, keep your dressing or bandages clean and dry. Do not change the dressing unless you are instructed to do so by your surgeon. Pay close attention to your individualized dressing instructions.

Pain Control After Surgery

Pain control after surgery is important to your recovery. Pain medications will be prescribed after surgery. In addition to pain medication, there are non-drug pain relief methods that can be effective in reducing your pain level after surgery. Some of these methods, which are described in more detail on pages 20 and 21 include:

- Music therapy and distraction
- Breathing exercises
- Guided imagery and visualization
- Progressive muscle relaxation

Physical Agents

Cold Therapy

- Helpful throughout your post-operative period

Repositioning

- Staying in the same position for a prolonged time can cause you to become stiff and increase discomfort
- Try moving from bed to recliner to change positions
- Use pillows or blankets to reposition in bed

Common Medications Needed at Home After Surgery

Tylenol®

- Non-narcotic pain medication
- Should NOT be taken with Percocet or Vicodin (Norco)
- More than 4 grams/day can cause liver damage

Aspirin

- Can be used as a blood thinner by a surgeon
- Coated tablets may help prevent stomach irritation

Stool Softeners

- Colace® and Surfak® are examples of a stool softener
- Used for constipation prevention
- Ease the passage of stool to prevent straining

Fiber

- Examples are Metamucil®, Citracel®, and dietary fiber
- Prevents constipation
- Found in green, leafy vegetables
- Bulks stool to allow it to pass more quickly

Laxatives/Stimulants

- Pill options are Senna or Dulcolax®
- Liquid options are milk of magnesia, Miralax®, and prune juice
- Both speed up colon muscle activity

Surgical Site Infections

Risk Factors

Disease: Diseases, such as diabetes, cancer, liver, kidney, or lung conditions may slow the healing process.

Poor blood or oxygen supply: Blood flow may be affected by high blood pressure, and blocked or narrowed blood vessels. This may be a common problem in people who smoke, or have blood vessel or heart problems.

Weak immune system: The immune system is the part of the body that fights infection. This may be weakened by radiation, poor nutrition, and certain medicines, such as anti-cancer medicines or steroids.

How to Prevent Surgical Site Infections

Control or treat the medical conditions that cause poor wound healing. You may need to regularly take medicines to control disease, *such as diabetes or high blood pressure.*

Good nutrition is necessary for healing. During the healing process, the body needs increased amounts of calories, protein, vitamins A and C, and sometimes the mineral zinc.

If you are not eating well, eat five or six meals a day. Instead of eating three big meals a day, try eating smaller meals and snacks between meals to get enough nutrition. Eat healthy snacks like cheese and crackers, cottage cheese and fruit, a half of a sandwich, peanut butter on crackers or celery, a milkshake or fruit juices. Some foods that taste good during recovery are not very nutritious.

Stay properly hydrated. Drink about 6-8 cups or more of water daily.

Keep your skin/body clean. Follow wound care instructions from your physician. Until the incision is totally healed, shower using a clean wash cloth/towel; dress with freshly washed clothes; change bed linens often.

Clean your hands before and after caring for your incision, and after touching pets, bodily fluids, wound dressings, or anything that is dirty.

Signs and Symptoms of Infections

- Fever
- Chills
- Increased or unrelieved pain
- Increased redness, swelling, or drainage from the incision
- Red streaks around the incision

Signs and Symptoms of a Blood Clot

- Calf pain
- Shortness of breath
- Chest pain
- New or increased leg swelling

When to Contact Your Surgeon

After your surgery, be sure to contact your surgeon if any of the following occur:

- Your bandages become soaked with blood. Do not remove the bandage, but place another dressing pad over it and call your doctor for further instructions.
- You have pain which is not relieved by pain medication.
- You have a temperature of 101°F or above. You are not expected to have a fever, but if you feel warm after your surgery, take your temperature.
- You note any swelling, redness, drainage, increased bleeding or foul odor around the surgical site (wound area).
- You have persistent nausea and vomiting.
- There is excessive swelling following surgery in your arm, hand or leg.

Please return for your post-operative check-up at your surgeon's office or clinic on the date you are scheduled.

If you have any additional questions not covered in this booklet, please call your surgeon.

Thank you for your help and cooperation. We look forward to caring for you at the Crystal Clinic Orthopaedic Center and will do our best to make sure that your experience is as safe and pleasant as possible.

Insurance Coverage

- Your surgeon's office will verify your insurance coverage and obtain authorization for your surgical procedure. However, we encourage you to become familiar with your healthcare benefits. Present your insurance forms and cards when you register. We require prepayment if you have no insurance coverage. We accept most major credit cards for prepayments and to pay the estimated portion of your bill upon discharge.
- A representative is available to discuss your financial needs if applicable
- To inquire about an estimate for your service, please call Crystal Clinic Orthopaedic Center Revenue Cycle.
 - > Office: 330-668-4040, ext. 16050
 - > Hours of operation: Monday – Friday 8 a.m. to 4:30 p.m.

Advance Beneficiary Notice for Medicare Insurance Carriers

Medicare insurance carriers may be asked to be financially responsible for tests that are ordered but may not be covered by Medicare. If this applies to your testing, your registrar will explain which tests and answer any questions you may have.

Billing

You will receive more than one bill. These may include bills from:

1. Your Surgeon for his or her professional services.

2. Crystal Clinic Orthopaedic Center for use of the Operating Room, Recovery Room, surgical implants, and nursing care. Please send payment to Crystal Clinic Orthopaedic Center.

3. Anesthesia

Please send payment to their billing company.

4. Laboratory or X-ray for pathology, lab, X-ray or other tests that may have been ordered by your surgeon.

5. US Acute Care Solutions for hospitalist care. Payment may be made online at quickpayportal.com or by contacting US Acute Care Solutions customer service at 855-687-0618.

Payment of these bills is your responsibility. However, we will assist in submitting insurance forms. Please bring insurance cards and forms with you.

If you have no insurance coverage for the procedure being performed, please be prepared to pay when you come in for surgery. We accept Visa, MasterCard, Discover, and American Express.

You will receive notification of the status of your bill from Crystal Clinic Orthopaedic Center after we have received partial payment or denial of payment from your insurance company. Co-payment or portions not covered by insurance are due 30 days after notification.

Crystal Clinic Orthopaedic Center provides its patients a Patient Billing Advocate who is there to assist you throughout your treatment. The Patient Billing Advocate can be reached at 800-818-0886.

If you have any questions regarding your care, contact our Patient Liaison at 330-670-6144.

Questions I Want to Ask About My Visit to the Crystal Clinic Orthopaedic Center

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, and the paper is completely blank except for the lines.

It is the policy of the Crystal Clinic Orthopaedic Center to provide service to all persons without regard to race, color, national origin, handicap or age.

Crystal Clinic Orthopaedic Center is a smoke-free healthcare facility.

This brochure is intended to provide general educational material to assist you in making informed decisions regarding your medical care. Specific questions about your unique medical conditions should be referred to your primary care physician.

