

Dear Patient,

Thank you for choosing **Waverley Surgery Center!** We appreciate the trust that you have placed in our staff. We are dedicated to making your brief stay with us a safe, convenient and positive experience. You will encounter a special kind of care at **Waverley**. You will be treated with courtesy and respect by a team of professionals who specialize in ambulatory surgery.

We encourage our patients to take an active role in their healthcare. Please ask questions or state your concerns while in our care. If you don't understand, ask again.

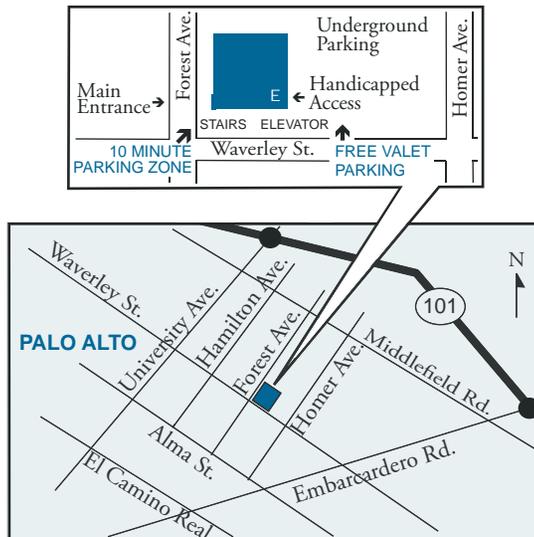
Waverley has many distinguishing features, including:

- A full range of services and the availability of backup emergency services.
- A dedicated team of professionals who are experienced in the latest advances in ambulatory surgical care.
- Wireless internet access for families in the waiting room, complimentary coupons to a local cafe, and free valet parking.
- AAAHC-accredited and Medicare-certified.

We welcome and encourage your comments and suggestions. Please ask for a patient satisfaction survey if one is not provided to you.

Surgery Date: _____

Arrival Time: _____



WAVERLEY SURGERY CENTER, L.P.

400 Forest Avenue
Palo Alto, CA 94301
650.324.0600

Waverley Surgery Center has been made part of the community by the efforts of physicians interested in taking an active role in the containment of healthcare costs. Your physician is one of the owners of Waverley and has a vested financial interest in the facility. We hope that you will be pleased with the quality, cost and convenience of the service we provide. If you have further questions about your physician's ownership interest in the surgery center or would like to have your surgery performed at another facility, please let your physician know.

Affiliated Surgery Centers

Bascom Surgery Center - Campbell
Campus Surgery Center - Daly City
Silicon Valley Surgery Center - Los Gatos

Partners in Business



WAVERLEY SURGERY CENTER

400 Forest Avenue
Palo Alto, CA 94301

650.324.0600 ■ FAX 650.289.1620
www.waverleysurgery.com

Vision Statement

We are a physician-driven organization committed to being the Surgery Center of choice in the communities we serve.

By providing personalized, high-quality, compassionate patient care and employing innovative technology, we attract the highest caliber physicians and employees to best serve our patients.

We ensure the long-term success of our Centers by objectively measuring and continually improving our delivery of healthcare services.

Welcome to **Waverley Surgery Center** (Waverley). Our mission is to provide quality, cost-effective, ambulatory surgical services in a warm, caring environment. Your physician is supported by a highly skilled team of registered nurses and other health care professionals who are committed to making your stay as pleasant and as comfortable as possible. This pamphlet has some key instructions and helpful hints that will make your stay with us more comfortable. We ask that you read and follow them carefully. Should you have a special concern or question about Waverley, please contact us at 650.324.0600.

Waverley offers many amenities for the comfort and convenience of our patients, including free valet parking, complimentary coupons to a local cafe, and wireless internet access in the waiting lounge for family and friends.

In Advance of Surgery...

- Arrange for a responsible adult to drive you home from **Waverley**. If you have had sedation, you are not permitted to drive for 24 hours after surgery. A taxi or limousine is not acceptable unless you are accompanied by a responsible adult.
- Arrange to have a responsible adult stay with you the rest of the day following your surgery if you will receive any sedation.
- If your procedure is covered by an insurance company, bring your insurance card and completed insurance forms, including the correct mailing address for your insurance company.

The Night Before Surgery...

Unless otherwise instructed by your physician:

- After midnight, **do not** eat or drink anything, including gum or water.
- Consult with your physician regarding medications that are usually taken in the morning.
- Refrain from smoking.

The Morning of Surgery...

- Plan to arrive at **Waverley** one hour prior to your scheduled surgery time.
- Do not use lotion, oils or perfume after bathing. Remove nail polish if you are having hand or foot surgery.
- Wear loose, comfortable clothing that can accommodate large dressings and tender surgery sites. Wear flat comfortable shoes.
- Leave valuables such as jewelry, watches and money at home (unless you have been contacted to bring a payment). **Waverley** cannot be responsible for them during your stay.
- Bring with you hearing aids, glasses and case, containers for contact lenses and denture case.
- Bring a list of your current medications and dosages with you.

For Our Younger Patients...

- A parent or legal guardian must accompany patients who are minors, and remain on site until the patient is discharged.
- If your child has a favorite toy or blanket, please bring it with you.
- Parents are able to stay with their child until surgery and may rejoin the child as soon as he or she awakens.
- We recommend that two adults accompany the minor home so one adult can drive and the other adult can care for the minor.
- We would be happy to arrange for a tour of our facility with you and your child. It is best if the child takes part in a tour no more than one week prior to his/her scheduled surgery. To schedule a tour for your child, please call 650.324.0600.
- For infants who use a bottle, please bring a bottle and formula. Juice is on hand, if needed.

Special Precautions...

- Contact **Waverley** or your physician immediately if you experience any changes in your health, such as an elevated temperature, cold or sore throat.
- If you are a woman of childbearing age and suspect you may be pregnant, please notify your physician. Certain anesthetics and medications may be harmful to a developing fetus.

After Surgery...

- Generally, you will be ready for discharge within 30 minutes to 2 hours after your surgery (depending on the type of procedure you are having).
- Post-operative instructions will be reviewed with you and any prescriptions ordered by your physician will be given to you upon discharge.
- It is normal to feel sleepy or experience dizziness after surgery. If you have had sedation, refrain from driving or drinking alcohol for at least 24 hours after surgery.

Our Financial Policies...

- Our Administrative staff will gladly assist you in processing your insurance paperwork. Please be aware that any balance is your responsibility.
- Following our verification of insurance benefits with your carrier, you will be notified of any deductible or co-insurance obligations. You are expected to pay your deductible or co-insurance on the day of surgery. VISA, MasterCard, American Express, Discover Card, personal checks and cash are accepted.
- Uninsured and/or cash patients will be asked to pay for services on or before the day of surgery with an approved credit card or cashiers check, unless other arrangements are made in advance.

***Waverley** recognizes its obligation to remain flexible in financial matters. In the event that any of the above conditions cannot be met, we will work with you to make other financial arrangements.*