





WELCOME TO THE SURGICAL CENTER





At the Surgical Center  
of DuPage Medical Group,  
our expertise, talent and  
technology are here for  
you and your well-being



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## UNDERSTANDING OUR FACILITY

### who we are

As our name implies, our Surgical Center is part of DuPage Medical Group. With nearly 300 physicians and more than 40 locations, DuPage Medical Group is the leading physician group in the Western and Southwestern suburbs. For more than 50 years, our physicians have been providing advanced medical care for your neighbors and friends.

The Surgical Center of DuPage Medical Group was created to provide patients with outpatient surgical procedures in a safe and comfortable environment. We understand surgery can be a stressful event. Therefore, we designed this facility with your comfort in mind.



## what we do

At the Surgical Center of DuPage Medical Group, you'll find surgeons with impeccable credentials and unparalleled expertise. Our surgeons, along with an experienced team of nurses and healthcare professionals, provide our patients with exceptional surgical care. In addition, our facility features the latest and most advanced surgical technology and anesthetic techniques.

Our expertise along with our technology provide you with faster recoveries, better outcomes and superior care. Beyond our surgical expertise, you'll find our team is genuine and caring. After all, we understand we are here for you. If you have any questions or concerns, please do not hesitate to ask anyone from our team.

The Surgical Center of DuPage Medical Group is a multi-specialty outpatient facility. Our Center offers patients advanced surgical care in a warm atmosphere. Some of the facility's highlights include:

A highly experienced team of surgeons and nurses

The latest in surgical technology and state-of-the-art equipment

Patient comforts and amenities

A friendly and caring staff



Nothing is more  
important to us  
than caring for you



## PREPARING FOR YOUR SURGERY

You are scheduled for surgery at the Surgical Center of DuPage Medical Group. There are many things you will need to do to prepare for surgery. We are providing this "surgery preparation" checklist as a helpful reminder. We want to help in any way that we can. If you have any questions regarding this information or need further assistance, please don't hesitate to call our Customer Service Department at 630.942.7998.

### prior to surgery

A registered nurse will be calling you approximately 5–7 days before your surgery, to discuss your medical history and answer any questions. This medical history will be reviewed by the anesthesiologist in preparation for your surgery.

A day before your surgery you will be receiving a call from the Surgical Center staff providing the time of your surgery and the time you should be at the Surgical Center. They will also review any further presurgical instructions.

**Remember you must arrange to have a family member or friend accompany you to the Surgical Center and stay at the Center during your surgery.**

We try to maintain a calm and quiet environment for our patients. Please arrange for babysitting if you have small children and limit the number of family members in the waiting room.

### *before your surgery, we will:*

Verify your insurance and benefits

Attempt to pre-certify your surgery, if necessary

Send you notification if there are any problems with your insurance

Let you know of any payment you may owe on your day of surgery

Contact you five to seven days before your surgery to discuss your past medical history and answer any questions you may have

Contact you the day before your surgery with the time of your surgery and the time you should be at the Surgical Center

### *before your surgery, you should:*

Be sure to complete all pre-op testing (lab, X-ray, EKG) that your doctor may have ordered. Please complete testing well before your day of surgery

Make a list of all medication you are currently taking, including dose and frequency and bring this list with you to the Surgical Center

Contact your insurance if you have any questions regarding your benefits

Notify us of any changes that have been made to your insurance since scheduling your surgery



## the day of surgery

On the day of your surgery a receptionist will go over various forms that need to be completed and will collect any co-payments. Please remember to bring a valid photo ID, your current insurance card and eyeglasses. Please remember not to wear any jewelry or contact lenses. Also, you must bring in a list of medications, with prescribed dose and frequency.

Arrange to have a family member or friend accompany you to the Surgical Center and stay at the Center during your surgery. This person must be available to speak with the physician. Because of the sedation used you will not be able to drive, operate machinery or make critical decisions on the day of your surgery. Additionally, someone should stay with you for 24 hours after you get home.

A registered nurse will then escort you to the preoperative area where you will be given a locker to put away your belongings. At this time you will meet with the anesthesia provider who'll answer any questions you may have. Your surgeon will also be available to review your consent form. Once all your questions have been answered you will be taken to surgery.

### ***on the day of your surgery, you should:***

Remember to bring a valid photo ID, your current insurance card(s), your eyeglasses, your list of medications and any payment you owe

Remember to wear loose, comfortable clothing and slip on shoes

Remember to leave valuables at home, including jewelry and contact lenses

## follow-up care

A staff member from the Center will be calling you 24 hours following the surgery to discuss your progress and to answer any questions that you may have.





## PATIENT BILL OF RIGHTS

### in recognition of the responsibility of this Center in the rendering of patient care, rights are affirmed in the policies and procedures

To be treated with respect, consideration and dignity.

To obtain the name and function of any person providing services to you.

To be provided with appropriate privacy.

To expect that all disclosures and records be treated confidentially, except when required by law and to be given the opportunity to approve or refuse their release.

To be provided, to the degree known, complete information concerning their diagnosis, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient to be a legally authorized person.

To be given opportunity to participate in decisions involving their healthcare, except when participation is contraindicated for medical reasons.

To receive from his/her physician, information necessary to give informed consent prior to the start of any procedure and/or treatment, except in emergencies. Such information for informed consent should include the specific procedures and/or treatment, significant medical risks involved and the probable duration of incapacitation. Where significant alternatives for medical care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information and the consequences of not complying with therapy.

The patient has the right to know the name of the person responsible for the procedures and/or therapy.

To refuse treatment and be informed of consequence of refusing treatment or not complying with therapy.

#### ***to be informed as to:***

Expected conduct and responsibilities as a patient

Services available from the Center

Provisions for after-hours and emergency care

Fees for services

Payment policies

Right to refuse participation in experimental research

Methods for expressing grievance and suggestions to the Center

Procedure for reporting public health concerns to the appropriate authorities



# ANESTHESIA

## what type of anesthesia will I have?

Depending on the type of procedure that you are having, there are a variety of types of anesthesia. This depends on your health, type of surgery and the recommendation of the doctor and the anesthesiologist.

## there are basically four types of anesthesia

1. **general anesthesia**  
Provides loss of consciousness.
2. **regional anesthesia**  
Involves the injection of a local anesthetic to provide numbness and loss of pain or sensation to a large portion of the body. This technique includes spinal blocks, epidural blocks and arm and leg blocks.
3. **monitored anesthesia care (twilight anesthesia)**  
Consists of local injections as well as the use of medications to make you drowsy. While you are sedated, your anesthesiologist will monitor your vital body function and make sure that you are safe and comfortable throughout your surgery.
4. **local anesthesia**  
Provides numbness to a small area and may be injected by your surgeon.

Your anesthesiologist and physician will discuss the full range of information regarding the use and advantage of each of these anesthetic techniques with you.





## FINANCIAL POLICY

This information describes how we will work with you to help you to understand and meet your financial obligations for payment of Surgical Center services and related ancillary and surgeon fees. It also explains what actions you can take to ensure that this process works smoothly for you. Please don't hesitate to contact our Customer Service Department at 630.942.7998, if you have any questions.

### before you have surgery, verify that we have your accurate address and insurance information

It is important that you check with our Registration Staff prior to your surgery to ensure that our records contain the most up to date insurance coverage and personal contact information. Our Registration Staff will contact your insurance company to verify your coverage and benefits and to find out if there are other requirements such as precertification, that must be completed before you have surgery. After surgery this updated information will help us to submit claims to the correct location and send patient statements to the correct address.

### take action to resolve your financial liability

Your health insurance may not cover all of the costs associated with your surgery. In fact, some procedures may be excluded from coverage. Our Registration Staff will contact you after they have verified your benefits if there are any questions regarding your coverage. Patients with health insurance typically have liability through co-payments, deductibles and/or coinsurance. Cosmetic surgery is not covered by most health insurance.

There are additional charges for surgery such as anesthesia and pathology that are handled separately from the Surgical Center and surgeons' charges. Please see the *Patient Statements* section of this policy for information related to these services.

#### PAYMENT DUE DATES

##### ***when insurance doesn't cover the charges***

If you are financially responsible for the charges, we expect payment in full on or before your scheduled day of surgery. For your convenience, we accept most major credit cards, personal checks or cash. **A personal check for payment must be received seven business days prior to your surgery.** Cash, cashiers check, certified check or credit card may be submitted the day of your surgery.

##### ***when insurance covers some or all of the charges***

If you have insurance that covers all or a portion of your charges we will send you a statement once your insurance has determined what your liability will be. You will not be responsible until the insurance pays its portion of the charges. (The exception to this is any co-payment which is due at the time of service.) We will send you a statement when there is a balance on your account and continue to send you statements until that balance is resolved. We expect payment within 21 days after you receive the statement showing your charges.

You may pay in person at any DuPage Medical Group site. Please see the *Patient Statement* section for the address if you wish to mail your payment.

##### ***when you are not able to pay your balance in full***

Please contact Customer Service at 630.942.7998 to make payment arrangements. We will work with you to set up a payment plan.

#### FINANCIAL AGREEMENT FOR NON-COVERED SERVICES

If your insurance plan restricts coverage for a medically necessary service, or we have reason to believe your insurance plan will not pay for your surgery, we will ask you to sign a financial agreement. This document describes the proposed service and explains that you will be financially responsible for the costs associated with the surgery, if your insurance does not pay.

For non-covered services, we expect payment in full on or before the day of your scheduled service. Please see the *Payment Due Dates* section for additional details on payment. We will be happy to explain your charges, any self-pay discounts that may apply in your case and your costs. You will receive an estimate that contains additional information regarding your costs.

#### BE PREPARED TO PAY YOUR CO-PAYMENT AT CHECK-IN

A co-payment is a set dollar amount that you must pay when you receive care in certain settings such as your doctor's office, the emergency room or a surgical center. If you have a co-payment as part of your benefits, it will be due at the time that you check in to the Surgical Center. For your convenience, we accept most major credit cards, cashiers checks or cash.

#### UNDERSTAND YOUR MEDICAL INSURANCE BENEFITS SO YOU ARE AWARE OF YOUR OUT OF POCKET COSTS

A deductible is a set dollar amount that you pay before your insurance begins to pay its portion of the charges. A coinsurance is a percentage of the charges that you pay while the insurance company pays the remaining percentage. When you owe a deductible or coinsurance amount we will bill you after your insurance company has processed your claim and paid their portion of the charges. We expect payment in full within 21 days after you receive your statement.





## FINANCIAL POLICY CONT.

### WHEN YOU DON'T HAVE HEALTH INSURANCE

If you don't have health insurance coverage, we expect payment in full on or before the day of your scheduled surgery. Please see the *Payment Due Dates* section for additional details on payment. We will be happy to explain your charges, any self-pay discounts that may apply in your case and your costs. You will receive a Cost Estimate that contains additional information regarding your costs.

### COSMETIC SURGERY

Cosmetic surgery is not a benefit that is paid by most health insurance plans. If you are having a cosmetic procedure, we expect payment in full on or before the day of your scheduled surgery. Please see the *Payment Due Dates* section for additional details on payment. We will be happy to explain the charges for your surgery to you. You will receive a Cost Estimate that contains additional information regarding your costs.

### PATIENT STATEMENTS

You will receive a statement from the Surgical Center of DuPage Medical Group once your insurance has determined what your liability will be. You will also receive a statement from DuPage Medical Group with your liability for your physician's charges. You may pay these in person at any DuPage Medical Group site or you may pay by credit card by calling our Customer Service Department at 630.942.7998 or you may mail payment to us at 1593 Paysphere Circle, Chicago, IL 60674. We expect payment within 21 days after you receive the statement showing your charges.

You may also receive statements from other providers for anesthesia and pathology charges. Please contact those providers directly, at the numbers on their statements with any questions regarding those charges.

### address problems

Review your billing statements and contact Customer Service at 630.942.7998 if you believe that your statement is not correct, if you don't understand your statement or if you can provide us with updated information. Please contact us if you cannot pay your balance in full or cannot honor previously made payment arrangements.

### DELINQUENT ACCOUNTS

Patients who do not pay their balance in full, who have defaulted on their payment plan or have not worked with our staff on payment arrangements will be considered delinquent after 60 days. Delinquent accounts may be sent to a third party collection agency and these patients may be dismissed from DuPage Medical Group.

### REFUNDS

If your surgery is cancelled and you have made payment, we will automatically refund your money within two weeks from your scheduled surgery date. Please contact Customer Service at 630.942.7998 if you have any questions regarding this process.

### FACILITY OWNERSHIP

DuPage Medical Group physicians have a financial interest in the Surgical Center of DuPage Medical Group and this interest is less than one percent of the total ownership.





## IMPORTANT PHONE NUMBERS

### SURGICAL CENTER OF DUPAGE MEDICAL GROUP

630.348.3300

### GENERAL SURGICAL QUESTIONS

630.469.9200

If you have any general questions about your surgery, contact your surgeon's office.

### PRE-OPERATIVE TESTING

630.469.9200

Questions concerning scheduling your testing, contact your physician.

### SURGICAL CENTER

630.348.3300

For pre-operative instructions or status of a surgical patient

### ADMINISTRATION / ADMINISTRATOR

630.348.3300

### INFORMATION ON HOW TO REACH YOUR DOCTOR

630.469.9200

### QUESTIONS REGARDING YOUR INSURANCE COVERAGE

630.942.7998

### IF YOU NEED TO CANCEL YOUR SURGERY

630.348.3300

On the day of the surgery

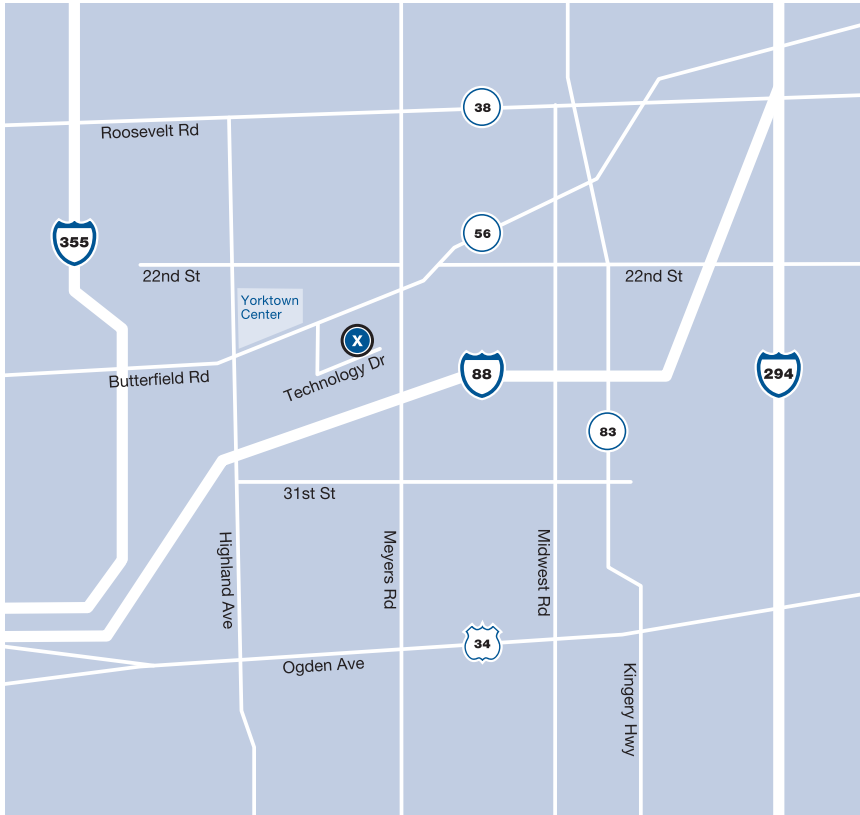
630.469.9200

Before the day of the surgery, please contact your surgeon's office.





## MAP & DIRECTIONS



### **from the east/Chicago**

Take I-290 (Eisenhower Expressway) west to I-88 (East-West Tollway) west. Exit at Highland Avenue. Go north (right) on Highland Avenue and take an almost immediate right (east) on Butterfield Road/IL-56. Continue on Butterfield Road past Yorktown Center to Technology Drive. Turn right (south) on Technology Drive to 2725 S. Technology Drive.

### **from the southwest suburbs**

Take I-355 (North-South Tollway) north to Butterfield Road. Go east (right) on Butterfield Road past Yorktown Shopping Center to Technology Drive. Turn right (south) on Technology Drive to 2725 S. Technology Drive.

### **from the northern suburbs**

Take I-294 (Tri-State Tollway) south to I-88 (East-West Tollway) west. Exit at Highland Avenue. Go north (right) on Highland and take an almost immediate right (east) on Butterfield Road/IL-56. Continue on Butterfield past Yorktown Shopping Center to Technology Drive. Turn right (south) on Technology Drive to 2725 S. Technology Drive.

**or**

Take IL Route 83 Kingery Highway south to 22nd Street. Turn right (west) on 22nd Street which becomes Butterfield/IL-56 and continue on Butterfield to Technology Drive. Turn left (south) on Technology Drive to 2725 S. Technology Drive.

### **from the northwest suburbs**

Take I-355 (North-South Tollway) south to Butterfield Road/IL-56. Go east (left) on Butterfield Road past Yorktown Center to Technology Drive. Turn right (south) on Technology Drive to 2725 S. Technology Drive.

### **from the south suburbs**

Take I-294 (Tri-State Tollway) north to I-88 (East-West Tollway) west. Exit at Highland Avenue. Go north (right) on Highland and take an almost immediate right (east) on Butterfield Road/IL-56. Continue on Butterfield past Yorktown Shopping Center to Technology Drive. Turn right (south) on Technology Drive to 2725 S. Technology Drive.

**or**

Take IL Route 83 Kingery Highway north to 22nd Street. Turn left (west) on 22nd Street which becomes Butterfield/IL-56 and continue on Butterfield to Technology Drive. Turn left (south) on Technology Drive to 2725 S. Technology Drive.



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