

Important Information About Your Bill

After a member of our insurance specialists verifies eligibility and insurance benefits for your scheduled procedure, you will receive a call from our auto dialer to inform you of your estimated facility portion of your patient responsibility. Please be advised that the dollar amount quoted is based on the scheduled procedure and is for the facility only. You may receive additional communications from your surgeon, anesthesiologist, etc.

If it is determined at time of insurance verification that you will have an estimated patient responsibility owned to the facility, your payment will be expected on or before your date of service. We accept cash, personal check, credit cards, care credit, and pay flex accounts. When you receive the call from the billing office, which is a automated caller, we strongly encourage you to speak to one of our insurance verification specialist to make your payment to expedite your check in process on the day of your appointment. If you miss the call, you may return the call to 402-218-2532. You may also reach the billing office via email at [accountresolution@scasurgery.com](mailto:accountresolution@scasurgery.com)

Lakeside Surgery Center recognizes an individual’s right to medically necessary, quality healthcare regardless of age, sex, race, religion, national origin, or ability to pay. Financial assistance is available to uninsured patients. Business Office personnel will work with you to find payment solutions when necessary. If you do not meet the criteria for financial assistance, we have other options available.

Parking

Lakeside Surgery Center is located south of Lakeside Hospital. Please use Parking Lot F.



Scheduling Confirmation

Surgeon: \_\_\_\_\_

Date of Surgery: \_\_\_\_\_

Time of Arrival: \_\_\_\_\_

(A nurse from Lakeside Surgery Center will call you with your arrival time)

If you are unable to keep your appointment or you are delayed, please contact us at (402) 758-5120. If you call prior to 5:30 a.m., please leave a message.

Hours: Monday - Friday, 5:30 am - 5:00 pm.  
[www.lakesideascomaha.com](http://www.lakesideascomaha.com)

Lakeside Surgery Center is a joint venture between CHI Health, independent & employed physicians.

For a list of our physician owners, please visit our website. <https://lakesideascomaha.com/about-us/ownership-disclosure/>

SCA Health is Lakeside Surgery Center’s management company. For more information please visit <https://sca.health/>

LAKESIDE SURGERY CENTER

AN AFFILIATE OF



Lakeside  
Surgery Center

PATIENT INFORMATION  
BROCHURE



LAKESIDE SURGERY CENTER

17030 Lakeside Hills Plaza, Suite 110  
Omaha, NE 68130  
Phone: (402) 758-5120  
Fax: (402) 682-7412  
Email: [contact@lakesideasc.com](mailto:contact@lakesideasc.com)  
[www.lakesideascomaha.com](http://www.lakesideascomaha.com)

AN AFFILIATE OF



Lakeside Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 877-457-6589; 68567 o TTY: 711

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 877-457-6589; 68567 TTY: 711

# Welcome

The staff of the Lakeside Surgery Center is pleased that you and your surgeon have made the choice to use our facility. We want to make your visit here as comfortable and pleasant as possible, and we do this by providing quality care in a warm, personalized environment. We understand that elective surgery can be an anxious time. We hope that this brochure can answer any questions you may have. If you do have any additional questions or concerns, please call us at (402) 758-5120.



## How we are different from a hospital

Because a hospital must be staffed and equipped to treat all types of medical problems, it provides a broad range of services. The Lakeside Surgery Center is designed for outpatient surgery only; in doing this we are able to offer patients a comfortable and generally less costly alternative to a hospital. The Lakeside Surgery Center's personalized attention and inviting environment can help lessen the stress often associated with surgery. This environment is particularly helpful in helping ease the fears of children who are scheduled for surgery.

## Surgical Pre-Op Phone Call

After your surgery is scheduled you will receive a text message from Lakeside Surgery Center on behalf of your surgeon. Please reply yes to receive updates and reminders about your scheduled surgical procedure. You will also receive a link to fill out your assessment health screening. A nurse will contact you by telephone two to three days prior to your procedure to discuss the results of your health questionnaire and review your preoperative instructions. If you expect you will be unavailable for this call or need assistance with completing your health history online, please contact our team at 402-758-5218.

One Medical Passport health screening questionnaire website: [www.1MP.com](http://www.1MP.com)

## History and Physical Examination

You may be required to obtain a History and Physical (H&P) examination prior to your procedure. Speak with your physician to schedule your H&P appointment. Your surgeon's office will give you a Pre-Op Testing Request, please bring this to your H&P appointment. Additionally, any lab work, EKG or X-rays should be performed prior to arrival.

## Food

Do not eat anything after midnight the night before your procedure. This includes candy, gum, mints and chewing tobacco. You may have a small amount (20 ounces or less) of clear liquids up to two hours prior to your arrival time to the Surgery Center. Clear liquids include water, fruit juices without pulp, such as apple or white grape juice, carbonated drinks, tea or coffee without milk or cream.

## Medications

Please have a list of all medications and dosages you are taking available for the pre-op phone call, including over-the-counter, prescription and weight loss medication. The pre-op nurse will instruct you on which medications you may take the day of your procedure. \*\*\*If you take insulin or blood thinners, please ask your physician for specific instructions regarding these medications prior to surgery\*\*\*

If you do not follow these guidelines, your operation may be delayed or canceled.

## Clothing

Your clothing should be loose fitting, comfortable and appropriate for the type of procedure you will be having. Please do not wear jewelry, body piercings, and/or bring valuables with you to the Surgery Center.

## Cosmetics

Please do not wear make-up or nail polish the day of your procedure. Nursing and anesthesia needs to easily assess your color and circulation.

## Glasses/Contacts and Dentures

You may be asked to remove your glasses/contacts and/or dentures before your procedure. If able, please do not wear contact lenses to the surgery center.

If applicable, bring these items with you:

- Contact lenses or eyeglasses in a protective case
- Dentures
- Hearing aides with case
- Crutches or walker

## Identification and Insurance Card

Bring your driver's license/identification card and your most recent health insurance cards with you on the day of surgery.

## Payment

During the check-in and registration process at the Surgery Center, you may be asked to pay your deductible, co-insurance, and co-payment due as outlined by your health insurance plan. If you have questions regarding your financial responsibility, please call 402-758-5120 and press Option 1.

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AAAHC

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*for* AMBULATORY HEALTH CARE, INC.

## Arrival Time

You will need to arrive at the Surgery Center at least 1-2 hours prior to your scheduled procedure time. The pre-op nurse will give you an arrival time during the pre-op phone call.

## Dismissal

Depending on your procedure, you will be ready to leave 1-3 hours following surgery.

Due to the fact you will be given anesthetic medication, you MUST have a responsible adult (19 years of age or older) drive you home from the Surgery Center and stay with you 24 hours after your procedure. You will not be allowed to drive yourself home.

Contact your physician if you have any questions, concerns or problems once you are home; if you are unable to reach your physician but feel your concerns are in need of a physician's attention, call 911 or visit the nearest emergency room.

After your surgery, a member of the Lakeside Surgery Center team will call you to see how you are doing. You can contact us during business hours at (402) 758-5121.

A Patient Satisfaction survey will be given upon discharge to the email you provided or via paper if you would prefer. We strongly encourage you to take time to fill the survey out.

## Surgery for Children

Lakeside Surgery Center is designed to accommodate the needs of our pediatric patients, including a highly qualified nursing staff and an anesthesia team that has extensive training and experience with children. We invite you to take a tour and ask any questions you may have prior to your child's procedure at Lakeside Surgery Center.

We encourage children to bring a favorite toy or blanket with them. A parent or legal guardian is required to stay with the child during the pre and postoperative processes and must remain in the building during the child's procedure. If you are the child's legal guardian, you must bring proof of guardianship. Parents of small children should bring along items like diapers, bottle/sippy cup and extra clothing.