

We are pleased that you have placed your trust in us to provide your healthcare services.

Gainesville Surgery Center was designed to provide patients with a more efficient and less stressful surgical environment. Our pleasant atmosphere and highly trained and helpful staff can minimize the anxiety that often comes with having surgery.

INSURANCE INFORMATION

In the days before your procedure, you may be contacted by a representative from Gainesville Surgery Center's Central Business Office to discuss your insurance coverage and financial responsibilities. This conversation will cover co-pays, deductibles, and co-insurance. Please do not hesitate to ask for clarification on any of these matters during this telephone call. If you have any questions regarding your insurance coverage, please call **1-877-567-7874**; **our Central Business Office is located in Indiana.**

PRE-OP INTERVIEW

Please go to <https://www.onemedicalpassport.com/?fid=959> to complete your pre-op interview. This portal will allow you to create a safe, secure, and HIPAA compliant "passport" that will allow a nurse to review your medical history before your procedure. Please see the handout in this packet for additional instructions. We will reach out to you if we have additional questions about your medical history. You are also welcome to call Gainesville Surgery Center and ask to speak with a pre-op nurse if you have questions about your upcoming procedure.

DAY OF THE PROCEDURE

It is important that a responsible adult drive you to and from the facility and remain at the surgery center for the duration of your procedure. In view of the fact that you will be sedated and receive anesthesia during your visit, we cannot make any exceptions to this rule.

When you come to Gainesville Surgery Center, we ask that you do not bring any jewelry or other valuables to the center. We do ask that you bring a **photo I.D. and insurance card(s)** with you as well as your payment for co-pays or deductibles based on your conversation with your financial counselor.

ASK QUESTIONS

If at any time during your visit, you have a question regarding a process or your safety, we ask that you "SPEAK UP" and share your concerns with our staff. Our goal is to provide a safe, friendly environment in which your concerns are addressed promptly to your satisfaction.

We appreciate the trust you have placed in the team at Gainesville Surgery Center. We will make every attempt to honor that trust by providing the highest quality medical care that you deserve. We want your visit to be as pleasant as possible, under the circumstances, and welcome any comments and suggestions you have.

If you have any further questions, please visit our website at <https://gainesvillesurgerycenter.com> or call us at 770-287-1500. One of our highly qualified team members will be happy to assist you.

Sincerely,

Teresa Hamrick, Administrator