

INSURANCE and BILLING

Charges at Houston Hospital for Specialized Surgery consist of a fee for each procedure performed. Since we require you to pay any deductible and co-insurance portions on the day of surgery, we use this fee to estimate this amount. Charges for anesthesia are based on actual time used and are billed separately by the anesthesiologist. We accept cash, checks, Visa, MasterCard, American Express, Discover and CareCredit with credit card approval on the date of payment.

Prior to your surgery date you will be notified of your estimated insurance coverage and amount of copay due. Due to the number of insurance plans, we suggest that you contact your insurance company if you have a specific question regarding your coverage.

After surgery we will file your insurance papers for you. Any amounts not covered by your insurance, deductibles or co-insurance, will be collected on the day of surgery. We accept cash, personal checks, Visa, MasterCard, American Express, Discover and CareCredit.

If the facility or anesthesia costs are more than your insurance plan allows, you will be billed for the difference. Any overpayment will be refunded after 30 days from receipt of the insurance payment. The bill will not include the services of your surgeon or any lab or radiology fees.

It is your right as a patient to request information or have questions answered regarding fee or payment policies. If you have any questions or problems regarding your bill, please contact our business office. We will be happy to help you between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday.

Cosmetic SURGERY Fees

Fees for cosmetic procedures will be collected prior to surgery. Cash, checks, money orders, Visa, MasterCard, American Express, Discover and CareCredit will be accepted on the day of surgery.

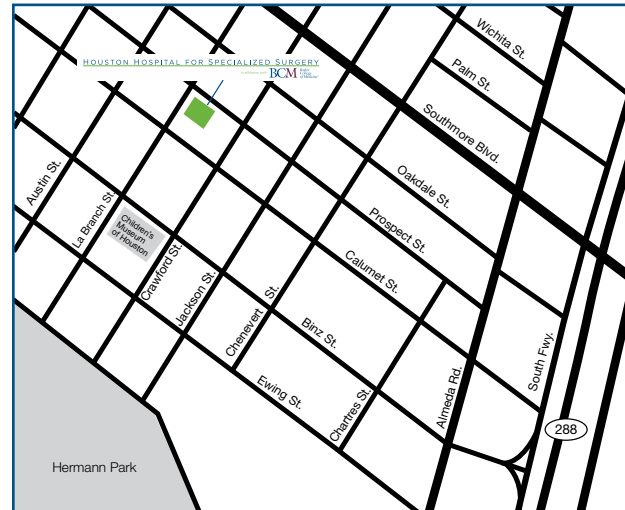
Surgery INFORMATION

Name: _____

Arrival Time: _____

Surgery Date: _____

Physician: _____



For general questions, billing, and scheduling information, please call: 713-528-6800

FROM NORTH/NORTHEAST
(Spring, Woodlands, Conroe, Humble, Kingwood)
Southeast (Galveston, Pasadena, Clear Lake)
East (Beaumont, Baytown)
59 or 45 to 288 South
Exit Binz
Right on Binz
Right on La Branch
Hospital is 1 block on right

FROM WEST/NORTHWEST
(Katy, West Houston, Cypress)
I-10 or 290 to 610 South
610 South to 59 North
Exit Main and turn right
Left on Southmore
Right on La Branch
Hospital is 2 blocks on left

FROM SOUTHWEST
(Sugar Land)
59 North
Exit Main and turn right
Left on Southmore
Right on La Branch
Hospital is 2 blocks on left

HOUSTON HOSPITAL FOR SPECIALIZED SURGERY
in affiliation with **BCM** Baylor College of Medicine®

5445 La Branch, Houston, TX 77004

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Houston Hospital for Specialized Surgery was developed by hospital and clinical personnel to offer safe, high-quality surgical care.

Experienced physicians, nurses, and technicians supplied with the latest technology and equipment provide the highest quality care in a warm, personalized setting.

Unlike larger hospitals in the area, Houston Hospital for Specialized Surgery is easily accessible and alleviates searching for parking garages and paying parking fees.

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How is Baylor College of Medicine (BCM) involved with the Houston Hospital for Specialized Surgery (HHSS)?

HHSS has partnered with BCM to provide Houston with a convenient facility staffed by excellent physicians focused on surgical care. Together, we are constantly searching for better ways to serve patients. Our physicians are active in development and innovation of new operative techniques. They serve as investigators in national and international studies and are faculty at national professional society meetings. BCM is committed to being a national leader in advancing human health through the integration of patient care, research, education, and community service.

BCM consistently ranks among the top of the country's 125 medical schools. For 2008, U.S. News & World Report again has ranked BCM 10th overall among the nation's top medical schools for research and 11th for primary care. BCM also is listed 13th among all U.S. medical schools for National Institutes of Health funding, and No. 1 for research expenditures in biological science by the National Science Foundation.

Disclosure Statement

Baylor College of Medicine (BCM) is a limited partner in the business operations of the Houston Hospital for Specialized Surgery (HHSS). In accord with the disclosure policies of BCM and HHSS, we disclose that we may experience financial gain or loss from procedures performed at the HHSS. Such disclosure is not intended to suggest or condone bias, but is elicited to provide patients with information that may be of importance to their care. All patients are encouraged to discuss with their physicians any issues concerning this disclosure.

Follow these guidelines the day before your surgery to ensure that your operation goes smoothly.

BeforeSURGERY

- It is your responsibility to arrange in advance for a responsible adult to drive you home and remain with you the first 24 hours after surgery. You cannot drive yourself or be left alone.
- Notify your physician before coming to the hospital if there is any change in your physical condition, such as a cold or fever.
- If no one has contacted you 24 hours before your surgery, please call 713-528-6800 and ask to speak with a nurse for specific instructions.
- If you wear contact lenses or glasses, bring a case for their safekeeping. We provide containers for removable dentures and bridgework.
- Do not drink or eat anything after midnight—not even coffee or water unless directed differently by your physician. This will reduce the possibility of nausea and vomiting following anesthesia. You may brush your teeth, remembering not to swallow anything. Refrain from the use of mints, chewing gum or cigarettes. Failure to follow these instructions may result in cancellation of your surgery.
- Please do not take any medication after midnight unless instructed by your physician or our office. If you are diabetic or on blood pressure or heart medication, obtain specific instructions from your physician or contact the hospital.



To help us meet all of your needs, please follow these guidelines:

DAYofSURGERY

- Please bathe or shower prior to your surgery. Remove all makeup, and do not use lotions or oils after bathing.
- Wear loose, comfortable clothing such as sweatsuits and easy-to-button shirts or blouses that are big enough to accommodate a large bandage after surgery. Wear comfortable shoes; no high heels, please.
- Leave all valuables, including jewelry and cash, at home. We cannot be responsible for damaged or lost property.
- Be prepared to sign a form giving your consent for the operation. If the patient is under 18, a parent or legal guardian must accompany the patient and sign the consent form.
- Bring all insurance cards and your driver's license with you to the center. See the section on insurance and billing.
- Please arrive one hour before your scheduled procedure unless told otherwise by one of our nurses.
- A nurse will provide you with a patient gown, slippers and a bag to store your clothing in the preoperative area. We will also check your temperature, blood pressure and pulse and ask you to empty your bladder before surgery.
- One of our anesthesiologists will speak with you concerning your anesthesia options, if anesthesia is required for your procedure.
- Your family will be asked to wait in the lobby. The surgeon will speak with your family following surgery.

AfterSURGERY

- Before you leave the hospital you will be given written instructions for your care at home.
- After you have returned home, be sure to follow your doctor's orders regarding diet, rest, medication and activity. Unless directed otherwise, you should start your diet with clear liquids. In four to six hours, you can begin to eat solid foods. By the next day, you should be back to your normal diet. It is not unusual to feel a little sleepy, lightheaded or dizzy for several hours after your surgery. Do not sign any important papers or make any significant decisions for at least 24 hours.
- If you have any questions or problems after surgery, please contact your physician.
- A nurse from Houston Hospital for Specialized Surgery will phone you the day after your procedure to see how you are and answer any additional questions you might have. If your surgery is on Friday, a nurse will call you the following Monday.
- Do not drive a car, smoke, drink alcoholic beverages, operate machinery or cook for 24 hours after surgery.

GI Patients

- Follow your doctor's orders regarding limiting any food or liquids the day before your procedure.
- You do not need to remove makeup, lotions or oils prior to the procedure.
- If sedation is used, your surgeon or an anesthesiologist will talk with you prior to your procedure.
- You may eat in moderation after your procedure; a soft diet is initially recommended.

ChildrenARESpecial

At Houston Hospital for Specialized Surgery, we work hard to meet the special needs of children and create a relaxed, comfortable environment. Children can bring a favorite toy or blanket to the hospital.

We encourage parents to discuss the surgery with the child beforehand to help alleviate stress. Parents are also encouraged to stay with the child until surgery begins and may rejoin the child as soon as it's appropriate. Upon release, we recommend that one adult drives home while the other cares for the child.