



## Brighton Surgery Center, LLC

980 Westfall Road, Suite 300, Rochester, New York 14618 Phone (585) 295-8500 Fax (585) 295-9300 [www.brightonsurgery.com](http://www.brightonsurgery.com)

### *Patient Information*

Welcome to Brighton Surgery Center, a facility designed and built to provide patients, physicians, and surgeons the latest capabilities and amenities in outpatient surgical and procedural care. This brochure will answer your questions and provide you with information you need to make your outpatient surgery/procedure go smoothly.

#### **Advance Care Directives:**

Advance Care Directives serve as a means for patients to communicate their wishes regarding future medical care when/if they become unable to make decisions. If you have an Advance Care Directive (Living Will, HCPA, or Health Care Proxy) or if you have questions regarding an Advance Care Directive, please notify BSC staff so that we may discuss this with you.

#### **How is my surgery or procedure scheduled?**

Your physician or surgeon will work with you to schedule a date and time for your procedure at BSC. You'll also receive specific instructions about how to prepare for your surgery.

#### **Will I need a pre-operative physical?**

Those patients with a major medical problem in the last 6 months will need to have a pre-operative physical prior to surgery with their Primary Care Physician. All patients will be contacted by BSC for a pre-operative phone interview approximately 1 week prior to surgery. If after the phone history is completed, we feel a physical is needed we will help to facilitate that. Please call the health history nurses at (585) 295-9320 with any questions in regards to needing a pre-operative physical

#### **If you are having surgery or a laser procedure:**

BSC will call you in the afternoon the day before your surgery to confirm the time of your surgery. If you haven't received a call from us by 2:00 p.m. on the day prior to your scheduled surgery, please call us between 2:00 pm - 4:00 pm, at (585) 295-8500.

#### **What should I do the day or night before procedure?**

Your physician's office will give you detailed instructions on how to prepare at home for your surgery. Please follow all the instructions your surgeon has given to you (including taking any prescribed or over-the-counter medications).

#### **What if I need to cancel?**

Please notify your physician's own office and the Brighton Surgery Center at (585) 295-8500 as soon as possible.

#### **What should I bring the day of my procedure?**

Please bring all your insurance information and a photo I.D. Also, wear comfortable clothes and shoes that are easy to take off and put back on. Please leave all valuables at home. Tell our staff if you are wearing dentures or other medical devices.

#### **Can my family see me after my procedure?**

The BSC nursing staff will offer family members periodic updates on the patient's progress and recovery. We suggest just one or two people visit during recovery.

#### **Will I be able to drive home after my procedure?**

No. Any patient who requires sedation for a procedure must be driven home by a responsible adult. This is a safety procedure strictly adhered to for your benefit. BSC staff will determine when you can go home safely.

#### **What should I do upon my return home?**

Follow all of your physician's instructions for your recovery at home, such as for meals, drinking liquids, rest, exercise, bandages and dressings. Also, you may receive a prescription for one or more medications to take during your recovery.

*Should you experience any complications while at home, please contact your physician's office.*

#### **A Note to Friends and Family**

A friend or family member **MUST** remain at the center with the patient and drive the patient home. As you wait during the surgery or procedure, you'll enjoy a waiting room that features comfortable lounge chairs, two TV sets, and Internet hook-ups if you want to work on your laptop computer.

#### **Does my insurance cover my procedure?**

The Brighton Surgery Center takes all major insurances, and many outpatient surgeries and procedures are covered. Our staff will assist you in verifying what your insurance will cover. Please call our billing office at (585) 295-9315. Your insurance company will receive separate bills from your surgeon and anesthesiologist, and from the various lab services.

#### **What about co-pays?**

According to some insurance plans, patients are responsible for a nominal co-pay made directly to the outpatient facility at the time of the surgery. BSC accepts cash, check, and credit card (MasterCard, VISA, American Express).

#### **Comments to BSC**

We value your feedback. Please complete a questionnaire about your experience. Your comments will let us know what we are doing right and what we need to improve.

BSC adheres to standards set by the AAAHC, Association for the Accreditation of Ambulatory Health Care.

## What is the “Brighton Difference”

There is a lot of talk about the “Brighton Difference”. When you visit our facility, you are quite likely to hear our employees mention it. Quite simply, the Brighton Surgery Center just isn’t like other surgical facilities.

Brighton is truly a “Freestanding Ambulatory Surgery Center”. We have no ties to the hospitals, we don’t have a hospital-style bureaucracy, we don’t use a hospital-based anesthesia service, we are 100% physician owned and operated,\* and we focus on the **patient**.

How do we do it? Well, its actually simple:

- Focus on the patient, assist them in understanding the services we provide, and get them back to their normal lifestyle as fast as possible.
- Promote a healthy lifestyle
- Support our Community
- Treat employees as part of a team and listen to their comments and concerns
- Provide staff with the high quality tools they need to do their jobs and provide them with on-going continuing education to keep their skills current
- Make everyone (patients, staff, vendors) part of the Quality Improvement process

Our operative word is “collegial”, we believe all members of the staff deserve equal treatment. We all have the same ultimate objective - improving the health of our patient. This translates into better patient outcomes, high satisfaction rates, and a healthy community.

We are committed to providing the Rochester community with the finest in surgical services. We didn’t become the top surgery center in Rochester by accident; it’s the result of the hard work of our employees and a focus on the patient that makes the difference.

\*Your referring physician may have a financial interest in the facility.

Brighton Surgery Center is located at 980 Westfall Road, just east of South Clinton Avenue in the Rochester suburb of Brighton. This 20,000-square-foot facility, designed explicitly for outpatient surgical and medical procedures, features:

- Free parking next to the building
- Handicapped and wheelchair accessibility
- Covered portico for easy drop-off and pick-up
- Four operating rooms with full anesthesia capabilities
- Two minor procedure rooms
- Waiting room with free coffee, a wireless internet “hotspot”, and satelite television.

### Directions

**From East:** 490-W to 590-S to Monroe Ave. (exit 2A); Left onto Monroe, Right onto Westfall Road

**From West:** 490-E to 390-S to East Henrietta Road (exit 16B); Left onto EHR, Right onto Westfall Road

**From North:** 390-S to East Henrietta Road (exit 16B); Left onto EHR, Right onto Westfall Road

590-S to Monroe Ave. (exit 2A); Left onto Monroe Ave, Right onto Westfall Road

**From South:** 390-N to (exit 16); Rt. 15A/East Henrietta Road; Right onto EHR, Right onto Westfall Road

