



Welcome!

We would like to take this opportunity to welcome you to the Center for Spine Surgery, LLC. Thank you for choosing our Center for your surgical care. Since you are a new patient to us, we would like to introduce ourselves and familiarize you with our center.

The Center for Spine Surgery (CSS) is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC), demonstrating adherence to the highest standards of quality care. Our physicians, anesthesiologists, nurses and supporting staff are experts in their fields and dedicated to providing patients with excellent and compassionate care. Our facility offers state-of-the-art services, including the most sophisticated medical equipment. The goals of the physicians and staff are to deliver high-quality, cost effective and individualized care plans that promote the health and well-being of the patients we serve.

For your convenience we are enclosing some information to prepare you for your first visit. We will have one of our nurses reach out to you prior to your procedure day to go over your health information with you and answer any questions you may have. If you have any other questions, please contact us at (302)778-9015 and we will be happy to assist you.

On behalf of the surgeons, anesthesia providers, nurses and supporting staff, we would like to thank you, again, for choosing the Center for Spine Surgery. We look forward to building a wonderful relationship with you and your family. See you soon!

Sincerely,

Judith Townsley, Administrator

Judith A Townsley

Kimberly Miskowic, Director of Clinical Operations

Kimberly Miskowic

Amy Blake, Business Office Coordinator

Amy Blake

Nicole Ellerbe, Material/Sterile Processing Manager

Nicole Ellerbe



HOTEL OPTIONS

CENTER FOR SPINE SURGERY, LLC

Sheraton Suites Wilmington Downtown

422 Delaware Ave, Wilmington, DE 19801 (302) 654-8300

[Book your corporate rate for ChristianaCare](#)

\$147 per night with free parking

Newly Renovated Sheraton Suites at <https://bit.ly/3pLR3Ot>



Hyatt Place Wilmington Riverfront

760 South Justison Street, Wilmington, DE 19801 (302) 803-5888

If the webpage prompts a code, please enter **229876** when booking on Hyatt.com and select our company's special rate.

https://www.hyatt.com/home?corp_id=229876



Homewood Suites by Hilton

820 Justison Street, Wilmington, DE 19801 (302) 565-2100

Booking Link:

<https://www.hilton.com/en/book/reservation/deeplink/?ctyhocn=ILGWMHW&corporateCode=0003417857>





Preparing Your Skin Before Surgery

Welcome to the Center for Spine Surgery! You have been scheduled for surgery. This guide will help you learn how to use a special cleanser to get your skin ready before your surgery. The cleanser is called Chlorhexidine Gluconate, or CHG. It will help prevent infection after surgery and is the preferred cleanser. You can find CHG over the counter at your local pharmacy or Amazon. It does not require a prescription.

If you are allergic to CHG, do NOT use this cleanser. Instead, please use a liquid antibacterial soap like Dial, Safeguard, or Lever and follow the directions below. Please tell your care team about your allergy the day of surgery.

Showering and Special Cleanser Instructions Before Surgery

Follow these steps each day during showers for the 5 days before your surgery.

- **Do NOT** shave the area of your body where you are having surgery during the week before your surgery.
- Wash your hair with your usual shampoo and rinse your hair and body fully.
- Turn the water off after you finish washing your hair and before you apply the cleanser to keep it from washing off too soon.
- Put the cleanser from your chin down, using a clean washcloth or your hands. **Do NOT** apply it near your ears, eyes, nose, or mouth.
- Wash your front and back, including your arms and legs for 5 minutes. Clean the area where you are having surgery extra carefully. Do not scrub too hard. Do not wash with regular soap after the CHG soap.
- Turn the water back on and rinse your body well.
- Use a clean towel to dry. Put on clean clothes and use clean bed linens. You only need to change the bed linens on the first day. Do not allow any pets on the bed after putting on clean bed linens.
- **Do NOT** use any lotions, perfumes, colognes, or powders after showering.
- You may use deodorant.

Morning of Surgery

- **Do** shower the morning of surgery.
- Wear clean clothes and underwear to the surgery center.

Use special cleanser for 5 showers each day before surgery.



5 nights
before surgery

Date:



4 nights
before surgery

Date:



3 nights
before surgery

Date:



2 nights
before surgery

Date:



1 night
before surgery

Date:

WHY CHOOSE AN OUTPATIENT SURGERY CENTER?

Our mission is to provide world-class spine care in an outpatient surgery setting, combining advanced surgical techniques, state-of-the-art technology, and personalized treatment. We are committed to delivering safe, efficient, and compassionate care, empowering patients to achieve fast recovery and improved quality of life.

Our state-of-the-art facility offers care in a convenient location with flexible scheduling options.



SPECIALTIES AT THE CENTER:

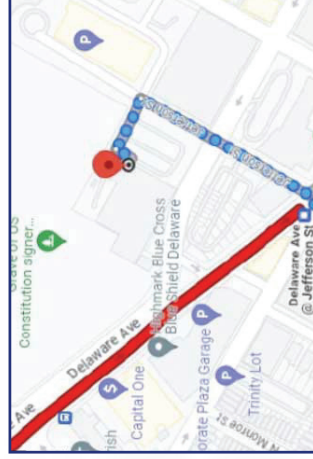
- SPINE
- PAIN MANAGEMENT

WELCOME

Center for Spine Surgery is proudly accredited by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) in recognition of our commitment to meeting rigorous accreditation standards. This achievement demonstrates our dedication to providing high-quality care and ensuring patient safety. Our Medicare Deemed Status accreditation reflects our adherence to the highest standards in ambulatory healthcare.

Please read the following information to help familiarize you with our center and provide answers to your questions.

Your Procedure is Scheduled:



1219 Jefferson Street
Wilmington DE, 19801
Phone: (302) 778-9015
Fax: (302) 777-3444
SpineCenterDelaware.com

HOURS:

Mon-Fri: 6am — 5pm • Sat/Sun: Closed



PRIOR NOTIFICATIONS

You will be given verbal and written information prior to your procedure, including documents about:

- Patient Rights and Responsibilities
- Notice of Privacy
- Physician Ownership Disclosure
- Policy on Advance Directives

Before your procedure, you will receive a phone call from our staff to evaluate your readiness and give you instructions for your procedure.

ONE TO TWO WEEKS BEFORE YOUR PROCEDURE

You may be asked to stop blood thinning medications and nonsteroidal anti-inflammatory drugs (NSAIDs). Check with your primary care or prescribing physician about how long you should avoid these medications prior to your procedure. You may be advised to stop vitamins and herbal supplements as well. It is important to tell your doctor if you are taking any medications, vitamins and herbal supplements.

Tell your doctor if you experience any changes in your physical condition, such as having a cold, fever or flu-like symptoms or any cuts, scrapes or rashes on or near the procedure site.

DAY BEFORE YOUR PROCEDURE

- Do not drink alcohol as this may affect your procedure. Ask a responsible adult companion (a friend or a family member) to drive you to and from the facility and stay with you after you return home.
- If you have power of attorney for the person receiving services, you must bring a copy of the current legal document with you.
- A surgery center staff member will call you before your procedure to inform you of the date, time of procedure and required arrival time to our center. The time of arrival may change due to unforeseen circumstances.

NIGHT BEFORE YOUR PROCEDURE

Guidelines for eating and drinking before surgery:

- Be sure to follow these food and liquid restrictions, unless you have been instructed differently by the surgery center staff.
- You may have clear liquids, such as water, pulp free juice, Gatorade, tea and black coffee up to 2 hours prior to scheduled arrival time.
- No solid food 8 hours prior to your arrival time.

There may be unique situations (ex: afternoon surgery) whereby the nothing by mouth guidelines will be altered based on the surgical situation

PAYMENT

The center will verify your benefits and obtain authorization prior to your procedure. You will be notified of your financial responsibility for the facility fee prior to your scheduled procedure date. Payment for your services at the surgery center are due the day of your procedure. Cash, check and credit cards are accepted. If you anticipate difficulty with your bill, please let us know before your procedure so we can work together to establish a fair solution. You may receive additional billing from your physician and anesthesia services, depending on your procedure. Check with your medical insurance provider to determine what's covered by your plan.

MORNING OF YOUR PROCEDURE

- Personal Belongings: Do not bring valuables/expensive items with you.
- PERSONAL CARE FOR ALL PROCEDURES:
 - You may shower and wash your hair. Do not shave the operative site. Do not mark the operative or non-operative site in any way. Your surgeon will mark the site. Wear comfortable, loose-fitting clothing. Wear secure footwear such as sneakers or rubber-soled flat shoes. Nail polish/artificial nails do not need to be removed.
 - Bring a list of all medications and supplements you are currently taking. Be sure to write the name, dose, how often and reason for taking.

BRING YOUR INSURANCE CARD, PHOTO IDENTIFICATION, PAYMENT AND ADVANCE DIRECTIVES (IF YOU HAVE ONE).

AFTER YOUR PROCEDURE

- You will be monitored and cared for by our Post Anesthesia Care Unit (PACU) nurses immediately after your procedure.
- Your recovery time will vary depending on your procedure and type of anesthesia used. You will be discharged from the center once your doctor determines that it's safe for you to go home.
- You and your responsible adult companion or care provider will be given comprehensive discharge instructions. Please follow the restrictions ordered by your doctor while you are recovering at home.
- Our nurse will call you the day after your procedure to check on your progress.
- Contact your doctor if you experience severe pain or complications requiring immediate attention following your procedure.
- If you have any reason to think you need urgent help, call 911 or go to the nearest emergency room.



BEFORE SURGERY

Once you are scheduled for your procedure, you will be contacted by a nurse from the Center for Spine Surgery who will educate you about your procedure and may ask additional questions about your health history and medications. If you are unavailable, a message will be left with information to call us back at your earliest convenience. The pre-admission nurse is generally available from 8:00 AM – 5:00 PM Monday through Friday. The phone number for the pre-admission nurse is 302-984-7170.

If your physician has ordered pre-operative testing such as lab work, medical, cardiac or pulmonary clearance, or other testing (EKG, MRSA-MSSA), please have this done as soon as possible to allow our team to have the appropriate clinical history and findings to adequately prepare you for surgery.

Please make sure that your Physician's office has your correct pharmacy for post operative medications.

DAY OF SURGERY

Please help us to make your day of surgery as smooth and pleasant as possible by reviewing and following these instructions:

- Please arrive on time.
- If you have a Living Will, please bring a copy with you to the center.
- Our team will call the day before your procedure and confirm your arrival time.
- Do not eat after midnight the night before your surgery, unless otherwise instructed by the pre-admission nurse. There may be unique situations (ex: afternoon surgery) whereby the nothing by mouth guidelines will be altered based on the surgical situation and the anesthesiologist's assessment and approval.
- You may have clear liquids, such as water, pulp free juice, Gatorade, tea and black coffee 2 hours prior to your scheduled arrival. Failure to follow these instructions may cause your procedure to be delayed or canceled.
- Please refrain from smoking.
- You will be instructed by the pre-admission nurse if you are to take any medications on the morning of your procedure.
- Wear loose fitting, comfortable clothing.
- For your safety, please remove all jewelry, make-up and body piercings prior to coming to the center.
- Do not wear contacts to the center. If you need glasses to see, please wear them. You will be required to remove them prior to surgery so please bring a case to secure them in.
- Dentures and hearing aids may be removed just prior to your procedure. Please bring a case to put them in.
- As part of routine admission, all women of childbearing potential may be asked to give a urine sample for a pregnancy test.
- Children are allowed in the waiting area only and must be always supervised. Adult visitors are allowed in the patient care areas. Because of limited seating, please limit your visitor to one or two people.
- You are required to have a responsible licensed driver to take you home after your procedure.

AFTER SURGERY

Following discharge, you will receive a call from the nursing staff on the next business day after your procedure. The nurse will be asking about your comfort level and well-being and can also answer questions about your procedure and recovery.

Patient Rights

Each patient treated at the Center for Spine Surgery Center has the right to:

1. Be treated with respect, consideration, and dignity.
2. Be afforded appropriate personal privacy.
3. Be given verbal and written notice of rights and responsibilities in a language and manner that ensures the patient, the representative or surrogate understands.
4. Receive full information in plain language concerning appropriate and timely diagnosis, evaluation, treatment, prognosis and preventive measures; if it is not medically advisable to provide this information to the patient, the information shall be given to the responsible person on his/her behalf.
5. To participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
6. Receive information on the services, fees and payment policies of the center.
7. Receive information on after-hours and emergency care.
8. Obtain information on the center's policy on patient's advanced directives.
9. Be provided information on the credentials of the health care professionals at the center.
10. Receive information regarding the absence of malpractice insurance, if applicable.
11. Voice or file complaints or grievances regarding treatment or care that is (or fails to be) furnished.
12. Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
13. Receive an informed consent for the procedure and administration of any anesthetic.
14. Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient.
15. Be given, in writing if requested, a list of physicians who have a financial interest or ownership in the center.
16. Be free from any act of discrimination or reprisal and to be free from all forms of abuse or harassment.
17. Be provided medical and nursing services without discrimination based upon race, religion, color, national origin, sex, age, disability, marital status or source of payment, nor shall any such care be denied on account of the patient's sexual orientation.
18. Receive care in a safe setting by competent and appropriately qualified personnel.
19. Have records pertaining to their medical care treated as confidential.
20. Expect emergency procedures to be implemented without necessary delay.
21. The expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
22. Be provided with, upon written request, access to all information contained in their medical record.
23. Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
24. Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that has previously given informed consent to participate in.
25. Receive appropriate and timely follow-up information of abnormal findings and tests.



26. Receive appropriate and timely referrals and consultation.
27. Receive information regarding "continuity of care".
28. Expect the absence of clinically unnecessary diagnostic or therapeutic procedures.

PATIENT RESPONSIBILITIES

Each patient treated at the Surgery Center has the responsibility to:

1. Provide a complete and accurate medical history including medications, over-the counter products, dietary supplements, and any allergies or sensitivities.
2. Follow the treatment plan established by the physician, including instructions of nurses and other health care professionals as they carry out the physician's orders.
3. Arrange for a responsible adult to drive you home and stay with you for 24 hours after surgery (as may be required by your physician).
4. Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.
5. Provide the surgery center with all information regarding third-party insurance coverage.
6. Behave respectfully toward all health care professionals, as well as other patients.
7. Keep your appointment and notify the facility if you are unable to do so.
8. Read and understand all consents you sign. Please ask questions for clarification before signing consents.
9. Carry identification with you.
10. Let us know if you don't understand any part of your treatment. Ask questions and take part in your healthcare decisions.
11. Let us know when you are having pain or when your pain is not being managed.
12. Respect the Surgery Center's property and equipment.

Patient Complaint or Grievance:

To report a complaint or grievance you may contact the facility Administrator by phone at (302)778-9015 or by mail to the center address.

Center for Spine Surgery
1219 Jefferson Street
Wilmington, DE 19801

Complaints and grievances may also be filed at:

Delaware Office of Health Facilities Licensing and Certification,
258 Chapman Road, Chopin Building,
Suite 101, Newark, DE 19702,
(302)283-7220 or (800) 942-7373
Medicare Ombudsman contact: 1-800-MEDICARE or
www.cms.hhs.gov/center/ombudsman.com