Surgery at Kellogg

These handouts were developed to help our patients know what to expect before, the day of, and after surgery. If you still have questions after reviewing this information, we encourage you to call one of our nurses or your ophthalmologist.

Important Preoperative Information

• Two to three business days before your surgery, a nurse will call with your arrival time. Please note that your time MAY change due to schedule additions or cancellations. The nurse also will provide you with instructions about your medications on the day of surgery.

• On the day of surgery, your arrival time may be as early as 6:30 a.m. or as late as 2 p.m.

• A responsible adult must:
  • Accompany you
  • Be present during surgery
  • Listen to discharge instructions
  • Drive you home

You must have a responsible adult even if you arrive via public transportation or hire a driver. Your surgery may be cancelled and rescheduled if you arrive alone.

• A responsible adult should stay with you the first night after surgery.

• You will not be able to drive for 24 hours after surgery.

• If you have an Advanced Directive (living will or medical power of attorney), please bring a copy so that it can be included in your medical record.

• Remember to bring a case for your glasses, contact lenses, and dentures.

• Remove and leave at home earrings, necklaces, bracelets, rings, watches or any other type of body jewelry.

• Give any valuables to a family member or companion.

• Do not drink alcohol for 24 hours before or after surgery.

• You absolutely may not have any food after midnight the night before surgery.

• Up until two hours before your arrival time, you may have the following clear liquids:
  • Coffee or tea (no cream, sugar or sweetener)
  • Apple juice (not cider) — this is the ONLY juice you can drink
  • Water

Do not consume any carbonated beverages on the morning of surgery.

• Do not smoke for two weeks before surgery.

• Call 734.936.9316 if you have any questions or if you develop cold and/or flu symptoms. If you call after hours or on the weekend, please leave a message.
Preparing for Surgery

You have an appointment at the U-M Preoperative Evaluation Clinic* on:

Date ____________________________
Time ____________________________

• Please bring a list of your current prescription and non-prescription medications, including any vitamins, herbs, weight loss, and dietary supplements.

• Please bring the following information with you:
  - Name and phone number of primary care physician
  - Name and phone number of cardiologist, if applicable

On the Day of Surgery

Your surgery at Kellogg is on:

Date ____________________________
Time ____________________________

• You may use deodorant, but no make-up, or lotion on your skin.

• Please wash your face the night prior and morning of surgery.

• Remember to wear comfortable clothing.

• Please bring all your medications with you, in the original prescription bottles, on the day of surgery.

• Before surgery, you will be asked to change into a hospital gown. Your clothing will be placed in a plastic bag under your stretcher while you are in surgery.

• A nurse will help you get ready for surgery.

• An anesthesiologist will examine you to review the plan for your anesthesia.

• The person who accompanies you will be able to visit at your bedside after the anesthesia examination. Children under the age of 16 are not allowed in the preoperative and recovery areas.

• An operating room nurse will review medical information before you enter the operating room.

• Your surgeon, the surgical assistant, operating room nurses, and anesthesia personnel will be with you during surgery.

After Surgery

• Following surgery, you will recover in the Outpatient Surgery Unit.

• If you have been given general anesthesia, you will wake up in a separate recovery room.

• A nurse will review your printed discharge instructions before you leave.

• You will be given a return appointment to see your surgeon.

Pharmacy

• Our new pharmacy, which carries many ophthalmic medications, is open weekdays from 8:30 a.m. to 5 p.m. You will be able to pick up your postoperative prescription before leaving the building.

• Please remember to bring your prescription insurance card. You may use cash, check, or credit card to pay for your prescription.

* a map is included in this folder
Billing, Payment, and Insurance

As a courtesy to our patients, we will bill all surgical procedures to your insurance carrier. You may be responsible, before surgery, for any co-payments and deductible amounts or any non-covered services. Any balance not covered by insurance is your responsibility.

Our patient account representatives are available to meet with you before you schedule surgery to discuss charges and insurance coverage, as well as to answer any questions you have about billing procedures. To reach a patient account representative, please call 734.936.9449.

HMO PATIENTS
A written referral from your primary care physician authorizing surgery must be provided to your Kellogg ophthalmologist before we can schedule surgery.

NO INSURANCE
If you do not have insurance coverage, a patient account representative will meet with you before surgery to discuss payment arrangements.

COSMETIC SURGERY
If you are having cosmetic surgery, full payment is expected prior to surgery. A patient account representative will meet with you before your surgery is scheduled to discuss fees.

QUESTIONS ABOUT YOUR BILL
If you have questions about your bill after surgery, contact the following U-M Health System customer service representatives. For physician charges, call 800.914.8561 (or 734.647.5225, if local). For hospital charges, such as operating room, room charges, and laboratory fees, call 800.992.9475 (or 734.936.6939, if local).

Overnight Accommodations
The U-M Patient & Visitor Hotel Accommodations Program can assist you with locating and reserving hotel rooms. In addition to the Med Inn, a 30-room hotel on the medical campus, this program includes several national hotel chains near the Health System campus.

To make a reservation, call 800.544.8684 or 734.936.0135 or visit www.med.umich.edu/hotels. A staff member will take your contact information and hotel preferences, and then make your reservations and provide you with directions as well as information about hotel amenities.
Important Phone Numbers

Kellogg Emergency/After Hours
734.936.6267

Kellogg Billing
734.936.9449

Kellogg General Information
Automated
734.763.8122

Kellogg General Information
Guest Services Representative
734.763.1415

Kellogg Outpatient Surgery Unit
734.936.9316
734.763.6864 fax

Kellogg Preoperative Nurse Coordinator
734.763.6141

Kellogg Pharmacy
734.232.8224

U-M Health System Billing
Hospital Charges
800.992.9475 long distance
734.936.6939 local

U-M Health System Billing
Physician Charges
800.914.8561 long distance
734.647.5225 local

W.K. Kellogg Eye Center
1000 Wall Street
Ann Arbor, MI 48105
734.763.1415