There's only one you... there's only one Oklahoma Surgical Hospital.

Patient Information
Welcome

Please bring this brochure with you to the hospital. It provides information that will be helpful to you during your visit.

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There’s only one you... there’s only one Oklahoma Surgical Hospital.
Welcome and thank you for choosing Oklahoma Surgical Hospital.

We have developed this guide to assist you with any questions you may have about your upcoming procedure at OSH. To help you to be better prepared, please take some time to review all the information before your procedure.

In choosing OSH, you have selected a group of physicians, nurses and other health professionals who are committed to providing you with outstanding medical care in an environment that focuses on personalized service. We embrace the highest standards in hospital care and work to ensure that your overall experience will exceed your expectations.

Please let us know how we can help you while you are in our care.

Sincerely,

Rick Ferguson
Chief Executive Officer
Mission and History

Mission
Oklahoma Surgical Hospital commits its premier medical expertise and technological resources to the provision of superior personalized health care. We embrace the highest standards in patient care and clinical outcomes, and endeavor to ensure that the overall patient experience will exceed expectations.

History
The hospital was founded in 2001 in Tulsa, Oklahoma by physicians who shared an important vision of health care for their patients. Local orthopedic surgeons, neurosurgeons and anesthesiologists joined together to develop a hospital where physicians could provide the type of care they felt their patients deserved. The hospital opened in July 2001 as the Orthopedic Hospital of Oklahoma in their current location in the CityPlex Towers at 81st and Lewis in Tulsa. OHO provided care exclusively to orthopedic patients for over six years.

In January 2007, a premier general surgery group joined the hospital and the facility expanded its services to include a variety of additional surgical procedures. In June of 2007, the hospital changed its name to Oklahoma Surgical Hospital to better reflect the services available to patients. One year later in January 2008, a second large group of physicians specializing in urology joined the medical staff. This allowed the hospital to expand its services even further.

Today the hospital offers services for most surgical procedures including orthopedics, neurosurgery, general surgery, colorectal, breast, bariatric, gynecology, urology, ENT, and plastic surgery. OSH also operates the Center for Minimally Invasive Surgery, the Pain Management Center, the Imaging Center, the Endoscopy Center and the Physical Therapy Center. OSH is licensed for 76 beds, operates 20 operating rooms, and employs over 400 individuals. We have been recognized by HealthGrades, a national hospital ratings organization, for the past six consecutive years for the high quality care we deliver our patients.

The foundation of our hospital has stayed the same since the day we opened our doors. Our continued focus is on the care our patients receive. The relationship between you and your physician will continue to be the single most important factor in how we operate our hospital as we work to ensure that your overall hospital experience exceeds your expectations.
Why Choose OSH

Our Physicians
The physicians at Oklahoma Surgical Hospital are specialists who trained at some of the most well known residency and fellowship programs in the country. These physicians are from the largest specialty practices in the region and are members of independent practices and are not employees of Oklahoma Surgical Hospital. Our hospital was founded by these physicians, and they play a major role in the administration of the hospital. The facility was designed by these physicians with their patients’ needs in mind. We are truly a unique facility in our community because of the dedication these physicians have to their patients and their involvement in the operation of our hospital.

Our Nurses
Nursing plays an enormous role in every patient’s hospital experience at Oklahoma Surgical Hospital. Our physicians realized the importance of nursing when they founded the hospital and have dedicated resources to insure our nurses function in a culture that is sensitive and respectful to your needs. Exceptional nursing care, centered on the individual needs of each patient, is the absolute standard at Oklahoma Surgical Hospital.

Specialization
Oklahoma Surgical Hospital is dedicated specifically to providing medical care to patients requiring surgical procedures. This specialization allows us to focus our clinical expertise and technical resources on specific procedures. By doing this, your physician and our surgical staff have developed a level of medical expertise that allows for more successful clinical outcomes. We are able to stay abreast of the most innovative techniques and obtain the latest in medical technology. Our nurses are trained to care specifically for surgical patients which greatly improves your care and your recovery once you are discharged from the hospital.

Clinical Quality
The physicians who founded Oklahoma Surgical Hospital did so specifically to provide their patients the type of quality medical care they felt they deserved. Their involvement in the operation of the hospital ensures that decisions are made based on the impact to patient care. Our nurse to patient ratio of 1 to 5, along with the use of Hospitalists (internal medicine physicians available to handle non-surgical patient issues) and in-house 24 hour Respiratory Therapy services, provide a level of care our physicians feel every patient deserves. The result of these practices can be seen in our clinical indicators. Our surgical site infection rate is well below the national average and our length of stay is one of the lowest in the region. Additionally, we are honored to be recognized by HealthGrades, a national hospital rating organization, for the fifth consecutive year for our outstanding clinical outcomes.

Personalized Service
At OSH you will find the personalized service you have been looking for in a hospital. We place a very high priority on exceeding our patients’ expectations and strive to make your visit as convenient and comfortable as possible. We realize that your hospital visit can be stressful and often challenging. Our staff is trained to treat you with dignity, kindness and respect. If you have a need, request, question, or problem we will do everything we possibly can to assist you.

We have also added a few extra amenities to make your visit a little more pleasant. Patients receive free valet parking and are assisted by a Guest Services Representative throughout their stay. Patients staying overnight receive a complimentary bathrobe and order their meals from a restaurant-style menu. We also make sure your guests’ needs are attended to as well. Our computerized patient tracking system allows your guests to monitor your progress through your surgical procedure. Your guest is also allowed to stay overnight and meals can be provided. All of these services are our way of providing you a little extra to make your hospital visit as comfortable as possible.
Quality Indicators

**HealthGrades/CareChex**

Oklahoma Surgical Hospital was recently ranked by HealthGrades, a national hospital ratings organization, as the Best in the Region for Joint Replacement Surgery. This is the sixth consecutive year that OSH has received this honor. In addition, OSH is also ranked #1 in Oklahoma for Spine Surgery.

Also from HealthGrades:
- Five-Star rated for Joint Replacement (6 consecutive years)
- Five-Star rated for Total Hip Replacement (5 consecutive years)
- Five-Star rated for Total Knee Replacement (6 consecutive years)
- Ranked among the Top 5% in the Nation for Spine Surgery
- Five-Star rated for Overall Spine Surgery (2 consecutive years)
- Five-Star rated for Spinal Fusion Surgery (3 consecutive years)
- Five-star rated for Back and Neck Surgery
- Recipient of the HealthGrades “Joint Replacement Excellence Award” (5 consecutive years)
- Recipient of the HealthGrades “Spine Surgery Excellence Award”

OSH also received the following rankings from CareChex, another hospital ratings organization:

**For Medical Excellence:** OSH is rated in the Top 100 Hospitals in the Nation for General Surgery, Orthopedic Care and Major Orthopedic Surgery. They are also rated #1 in the market for Overall Hospital Care, Gastrointestinal Care, General Surgery, Orthopedic Care, and Major Orthopedic Surgery. The OSH General Surgery Program is ranked #1 in Oklahoma.

**For Patient Safety:** OSH is rated in the Top 100 Hospitals in the Nation in Overall Hospital Care, Overall Surgical Care, Gastrointestinal Care, General Surgery, Joint Replacement, Orthopedic Care, Major Orthopedic Surgery, Spinal Fusion and Spinal Surgery. They are also ranked #1 in the State for Overall Hospital Care, Overall Surgical Care, Gastrointestinal Care, Joint Replacement, Major Orthopedic Surgery, and Spinal Fusion.

HealthGrades and CareChex are independent organizations, which analyzed thousands of hospitals in all 50 states to objectively assess clinical outcomes and quality using data licensed by the federal government’s Center for Medicare and Medicaid Services.

**Patient Satisfaction**

Patient Satisfaction is a key quality indicator throughout the health care industry. To ensure that we are exceeding our patients’ expectations when they visit OSH, we utilize two different tools to monitor Patient Satisfaction.

The first is Press Ganey, a national healthcare survey company that has monitored patient satisfaction for more than 20 years. We retain Press Ganey to survey our patients following their experience at OSH. Once a survey is completed and returned to Press Ganey, they compile the results and benchmark our facility against other hospitals across the nation. We receive quarterly reports based on these surveys and are proud to announce that we are ranked in the 97th percentile when compared to all hospitals nationally.

The second tool, HCAHPS, or Hospital Consumer Assessment of Healthcare Providers and Systems, is the first national standardized publicly reported survey of patients’ perceptions of hospital care. Every Medicare patient treated at OSH receives a survey and is asked to complete it. The Center for Medicare and Medicaid Services (CMS) publishes the results of these surveys four times a year on the Hospital Compare web site (www.hospitalcompare.hhs.gov/). We are pleased to report that we have received higher Patient Satisfaction ratings in all ten categories when compared to community hospitals in the Tulsa area.

Patient Satisfaction is not only an important factor in providing quality medical care, but is fundamental to the mission of Oklahoma Surgical Hospital. We will continue to train our staff to provide you with exceptional clinical care and personalized service, as well as explore new and different ways to improve the care you receive.
Preparing for Surgery.

The first step is for you to prepare your pre-admission paperwork. Forms are available under the Patient Forms section of the OSH website at www.oklahomasurgicalhospital.com.

For your convenience, you may want to have the following information available as you begin filling out the necessary forms and information requested:

- Insurance Information
- Medical information that will help you detail your own medical history
- A list of all medications you are currently taking, including over-the-counter medications and any other natural or organic drugs you may be taking (Be sure to include the dosages you take)
- List of allergies

Your Pre-Admission Testing Visit

Your physician will schedule you for Pre-Admission Testing prior to the date of your surgery. This is to ensure that you have all the appropriate tests run before your actual surgery. OSH will contact you to schedule this appointment. We recommend you arrange for a relative or friend to accompany you.

Your health care team will need to know what medications you are taking, so please bring your prescription medications (in their original bottles), over-the-counter drugs, and herbal supplements with you. We will need to know what dosages you are taking as well.

During your Pre-Admission Testing visit you may:

- Visit with the Admissions Coordinator. Please bring your insurance card and a photo ID
- Receive patient education materials, especially if you are having a total hip or knee replacement
- Visit with a nurse for diagnostic testing such as having your blood drawn and an EKG
- Obtain any other medical information that your physician has ordered
- Meet with a physician or physician assistant for a personal medical history and medical clearance

The information that you provide during this visit will ensure that you are properly registered in our system and will allow us to provide you the services and amenities you require the day of your surgery.

For questions regarding Pre-Admission Testing, please call (918) 477-5073.

Advance Directives

Advance directives are documents that describe how you want to be treated medically should you become unconscious or too ill to communicate. They include the following:

Health Care Proxy – This allows you to authorize another person to make health care decisions for you if you are unable to do so.

Living Will – This allows you to outline specific information about procedures you would like or not like to be performed if or when you become terminally ill.

Organ Donation – This allows you to record your wishes when it comes to donating your organs once you are deceased.

Please bring a copy of your Advance Directives and DNR Order if you have them. If you need assistance with these documents, please advise your Admissions Representative.
Information About Your Anesthetic

Anesthesia at Oklahoma Surgical Hospital is provided by a member of Associated Anesthesiologists, Inc. They are a group of physicians, certified registered nurse anesthetists, registered nurses, physician assistants and other personnel who specialize in anesthesia and pain therapy services.

What is anesthesia?
Anesthesia is a means of blocking pain. Your anesthesiologist can give anesthesia in one of two ways: general (you will “go to sleep”) or regional (your pain is blocked in a certain area).

Unconsciousness is produced under general anesthesia by injected drugs and inhaled gases. Regional anesthesia blocks nerves in the area of your surgery and is given with a needle and/or catheter (small tube). Some types of regional anesthesia include caudal, spinal, epidural, intravenous (IV), and blocks. You may request medicines to relax you during your regional anesthetic.

Usually an anesthesiologist or physician assistant (PA) will meet with you before surgery to discuss your physical condition and your specific anesthesia. If you have any special problems or questions, you should discuss them with the anesthesiologist or PA at that time.

Who will give me the anesthesia?
The anesthesiologist chooses your anesthesia according to your physical condition, age, current medications, and type of surgery. An anesthesiologist or certified registered nurse anesthetist (CRNA) will administer your anesthesia. An anesthesiologist is a doctor with special training in anesthesia. A CRNA is a registered nurse (RN) who is formally trained to give anesthesia under a doctor’s supervision. A PA will help with preoperative and postoperative evaluations. When you arrive in the pre-op area, an intravenous infusion (IV) will be started. After you are moved to the operating room, several monitoring devices will be applied to observe heart rate, blood pressure, and other vital signs.

What are the types of anesthesia? How are they given?

General Anesthesia
General anesthesia for adults is usually given with drugs through an IV followed by further IV medicines and anesthetic gases given through a mask or breathing tube. This breathing tube may be inserted into your windpipe, or other devices may be placed in your nose or mouth to help your breathing during surgery. Be assured that your anesthetist is in constant attendance with you throughout the operation. Your anesthetist will maintain the anesthesia and watch your vital signs. Your breathing tube will not be removed until you can satisfactorily breathe unassisted, so you may wake up in recovery to find it still in place. Do not be alarmed if that happens; you will be closely monitored, and the tube will be removed when you can breathe normally without help.

Following surgery, you will be taken to the recovery room where specialized nurses provide care. An anesthesiologist is immediately available for you in recovery until you are stable.

Most small children are given general anesthesia with gases through a mask. An IV is started after the child is asleep if needed.

Regional Anesthesia
Regional anesthesia is quite different from general anesthesia. You are not asleep as with general anesthesia, but you may be sedated to a “twilight” sleep (semi-consciousness).

For some surgical procedures, a small catheter is placed between the vertebrae (bones of the spine) and the sack containing the spinal cord. Anesthetic drugs and narcotics are given through this epidural catheter during the surgery. Frequently, this epidural catheter is left in place after the operation so that narcotics and weak anesthetic drugs can be given to control pain. A patient controlled pump connected to the catheter allows you to give yourself extra pain medication if you need it by simply pressing a button.

Monitored Anesthesia Care (MAC)
Monitored Anesthesia Care (MAC) combines intravenous sedation with local anesthetic or nerve blocks, enabling patients to undergo lengthy and complex procedures as an outpatient and then promptly and safely be discharged home.
Will my memory be affected by anesthesia?

Sometimes after surgery, you may experience some loss of memory. This can be produced by the anesthetic drugs or the medication used to relax you and relieve discomfort following surgery. Your memory may return as early as leaving the operating room or several hours later.

Once in a while, a patient remembers events that occur during surgery. This “recall” usually involves only hearing. It does not mean that the patient was incompletely anesthetized or felt pain during the operation. If you have any questions concerning memory after your operation, you should contact Associated Anesthesiologists, Inc and talk to an anesthesiologist.

Nerve Block Information

Your surgeon and anesthesiologist may recommend an additional procedure to improve your post operative pain relief. There are a number of procedures that anesthesiologists of Associated Anesthesiologists, Inc. can perform to make you more comfortable post operatively. These procedures are the following:

Interscalene Block

The interscalene block is performed on patients having surgery on their shoulder and humerus. This block significantly reduces the amount of narcotics you will need after surgery. Very obese patients and those with severe lung disease may not be good candidates for interscalene block. It is performed pre-operatively under light sedation. The anesthesiologist injects a small amount of local anesthetic in the skin on the side of your neck. The anesthesiologist will then visualize the nerve using ultrasound. A small needle will be placed near the nerve under ultrasound guidance and local anesthetic will be injected around the nerve. If ultrasound is difficult, a nerve stimulator may be used to identify the nerve, this will cause your arm muscles to “jump” during the procedure. Gradually the nerves to the shoulder, arm and hand become anesthetized. The shoulder, arm and hand will feel “numb” and the arm muscles will be weak. This “numbness” usually lasts 10-20 hours but may last longer.

(Continued on next page)
Often other nerves are also blocked as the anesthetic is absorbed by the surrounding tissue. The Phrenic nerve, which coordinates your breathing muscle, may also be blocked. When this happens you may have the desire to cough and feel as though you can't get your breath. Occasionally obese patients and those with lung problems may be admitted overnight to receive oxygen. Sometimes the nerve to the vocal cord muscle is blocked causing hoarseness for several hours. This will pass, but it is a good idea to sip clear liquids after surgery before trying to eat solid foods. Sometimes the nerves regulating blood flow to the face are blocked. If this happens the side of your face will feel warm and you will get a stuffy nose on the same side. Your eyelid on the side of the block may also droop. This will pass in several hours.

Rarely, the nerves can be damaged and occasionally the block does not work. This is unusual when using ultrasound guidance or the nerve stimulator for accurate needle placement. If the block is unsuccessful you will be given painkillers through your IV and/or the block may be repeated in the recovery room. Interscalene blocks are generally well tolerated and provide superior post operative pain relief.

**Femoral Nerve Block**

Femoral nerve blocks are performed on patients having a variety of knee surgeries including total knee replacement and ligament reconstruction. This block helps to make the patient more comfortable post operatively while using fewer narcotics. It is generally performed pre-operatively under light sedation. The anesthesiologist injects a local anesthetic in the skin above the nerve which is located just outside the groin area. The femoral nerve is found using ultrasound visualization and/or a nerve stimulator (which causes some of the muscles in the leg to “jump”) and then local anesthetic is injected around the nerve. The single injection block lasts 10-20 hours but may last longer. For some surgeries, the anesthesiologist will pass a small tube next to the nerve to allow for a continuous infusion of local anesthetic for 1-3 days after surgery. Obesity may make performing a femoral nerve block or advancing the catheter difficult or impossible.

Nerve damage is possible but rare with the use of ultrasound guidance or the nerve stimulator for accurate needle placement.

**How do I prepare for anesthesia?**

Prior to your arrival for surgery, please remove purple, dark blue or black nail polish as this can interfere with your monitoring. Do not wear mascara or eye shadow as these can damage your eye during your anesthetic. Also, please remove all jewelry and body piercings including tongue and lip jewelry as they can damage your airway and get in the way of devices used in anesthesia.
You should not have any food or drink after midnight prior to your surgery unless instructed otherwise by your physician or anesthesia provider. Avoiding these things may help prevent nausea and may reduce vomiting. Vomiting can result if your stomach contents get into your lungs during and after your anesthetic.

You should not drink any alcohol for at least 24 hours before surgery. You should stop all use of illegal drugs as soon as your surgery is scheduled. Undergoing an anesthetic with alcohol or illegal drugs in your system will place you at increased risk for serious complications. Please discuss this with your anesthesiologist. Stop all non-prescription medicines 4 days prior to surgery and be sure to list them during your pre-operative evaluation.

You may, however, be instructed to take certain medications with a tablespoon or two of water. When you arrive for surgery, the nurse may give you a pill or a shot to relax you and/or lessen the chance of nausea and vomiting. Children may be given an oral syrup to lessen their anxiety.

What is invasive monitoring?

Invasive monitoring is the use of special methods to manage your particular form of anesthesia. Depending upon your health and the nature of your surgery, your anesthesiologist may continuously monitor your blood pressure, heart performance, fluids, or blood gases. This is done by placing catheters in your arms, wrists, and neck or sometimes even through a vein leading to the heart itself. During some surgeries, a probe may be placed in your esophagus to allow the anesthesiologist and other physicians to view your heart function.

The anesthesiologist gains critical information about your condition from these techniques, but the risks are weighed against the benefits when these monitors are placed. Although it is very rare, you should know that invasive monitoring could cause complications including loss of limb, rupture of blood vessels, collapsed lungs, perforated esophagus and loss of life.

What are the risks of anesthesia?

The risks of anesthesia are much less today than in years past because of improved anesthetics, better monitoring and better training. However, there are still serious possible risks that you should be aware of, even for minor operations. Complications may include slight bruising where the needle is inserted, sore throat, headache, damage to teeth, paralysis, loss of limb, and loss of life.

Damage to teeth may occur when patients bite hard on the breathing tube during various levels of anesthesia. This may happen even though the greatest caution is used to protect teeth. You should be aware that artificial, diseased, or previously damaged teeth are especially vulnerable. During your pre-operative visit, make sure to identify caps and poor or damaged teeth. This may help prevent tooth loss.

People with untreated sleep apnea may be at increased risk postoperatively. If you have been diagnosed with sleep apnea and/or find yourself very sleepy throughout the day, snore loudly at night, had a spouse see you stop breathing or experience frequent early morning headaches, be sure to make this known during your pre-operative visit.

Rarely, when regional anesthesia is used, nerve function may not return to normal for an extended period of time, sometimes even months. Nerve damage can also occur from events unrelated to anesthesia. Pressure or stretch to nerves sometimes happen due to the position of a limb during or after surgery.

How much does anesthesia cost?

The charge is based on the type of surgical procedure performed, the general health of the patient, and the length of the procedure. A charge will also be added if special monitoring techniques are required. You will receive a separate bill from Associated Anesthesiologists, Inc. for these services. The amount covered by health insurance policies varies.

Attention Medicare Patients

Your Medicare charge represents deeply discounted fees which are set by the federal government. We accept Medicare assignment. If you have special needs, please contact our office at:

Associated Anesthesiologists, Inc.
6839 S. Canton
Tulsa, OK  74136
(918) 494-0612

This information provides information to patients regarding anesthesia, but does not cover all precautions or side effects of anesthesia.
The Day Before Your Surgery

Please confirm your scheduled time of surgery with your surgeon’s office on the business day before the surgery. Please make arrangements for a family member or friend (a responsible adult, 18 years or older) to drive you home upon discharge from Oklahoma Surgical Hospital. It is hospital policy not to discharge patients via taxi service. This person will need to be with you at the time of your hospital discharge to receive your home care instructions. If you have not made these discharge arrangements on the day of your surgery, your surgery will be cancelled.

You must not eat or drink after midnight the night before your surgery unless instructed otherwise by your physician or anesthesia provider. This includes smoking, chewing tobacco, gum, mints or hard candy. You may brush your teeth with toothpaste, but do not swallow.

To reduce nausea and vomiting post operatively, please increase your fluids the day before surgery. This will also make starting your IV line easier. Fluids should be water, juices, or clear liquids. Non-alcoholic and non-caffeinated fluids are preferred.

It is best if you do not smoke or drink alcoholic beverages for at least 24 hours prior to your surgery. Smoking and drinking may increase the time it takes for you to recover from anesthesia and may lengthen the healing process.
The Day Of Your Surgery

On the day of your procedure, please use our free valet parking located at the main hospital entrance. Proceed to the Guest Services Desk in the 1st floor hospital lobby so that a Representative can take you to the appropriate area of the hospital to check-in for your procedure.

After finishing paperwork in Admissions, our Guest Services Representative will escort you and your guests to our Family Waiting Area located on the 3rd floor of the hospital. Your guests will receive a brochure that provides them with important information about the hospital during their visit. They will also be assigned a patient case number. This number will allow them to track your progress during your procedure by the OSH Integrated Patient Tracking System. This computerized system updates your surgical progress via monitors located throughout the Family Waiting Area.

Once you have checked in at the main desk in the Family Waiting Area you will be escorted to the Pre-Op area. You will be taken to a dressing room to change, where private lockers are available for your convenience. Once you have changed into your hospital gown, a nurse will escort you into the Pre-Op holding area where you will be prepped for surgery based on the requirements of your specific procedure.

Important Things to Remember:

If your surgery is scheduled for 7:00 a.m., arrive at OSH at 5:30 a.m. If you have not been through Pre-Admission Testing, please arrive 2½ hours before your scheduled surgery time. Otherwise, arrive 2 hours before your scheduled surgery time.

Complimentary valet parking is provided for you. Please drive to the main hospital entrance at the north west entrance to CityPlex Towers where you will be greeted by our Guest Services Representative.

The morning of surgery, please shower or bathe paying close attention to your surgery site. If you have received a special cleaning solution, please use it following the instructions provided. Do not use lotion, make-up or moisturizing soap.

Wear comfortable, loose-fitting clothing that is easy for you to change out of and into, particularly if you are having outpatient surgery. Please keep in mind you will need to wear this outfit home after you have been discharged.

You will not be allowed to wear contact lenses or jewelry to surgery, including body jewelry.

Please remember to bring your photo ID, insurance card, medical information that will help you detail your own medical history, a list of all medications you are currently taking (including over-the-counter medications and any other natural or organic drugs you may be taking, including dosages), a list of any allergies, and any paperwork requested by the hospital.

If you wear glasses, hearing aids, or contact lenses, please bring the case and any necessary solutions with you. If you require glasses for reading, bring them with you in order to sign forms.

If you wear dentures, we will provide a container for you.

If you have a Living Will and/or DNR Order, please bring a copy with you on the day of surgery. We want to honor your wishes, but will not be able to do so unless we have a current signed copy. Our staff will be glad to assist you in filling out a Living Will if you do not already have one.

If you use a C-Pap or Bi-Pap machine, please bring your machine with you on the day of surgery.

If you have been given any medical equipment (slings, braces, crutches, etc.) please bring it with you on the day of surgery.

The hospital recommends you leave your valuables, such as cash and jewelry, at home. If you must bring valuables with you to the hospital, we suggest you send them home with a relative or friend. The hospital provides a secure place for the safekeeping of money and valuables. The hospital will not be liable for loss or damage of valuables unless deposited with the hospital for safekeeping.

Inpatient Surgeries Only (Patients requiring an overnight stay)

In order to prevent interruption in your home medications routine during your hospital stay, bring your prescription medications (excluding any pain medications) in their original bottles. Medications which cannot be identified may not be used during your stay. The container must clearly identify dosage requirements for the medication. Your attending physician may substitute the appropriate formulary item for any daily maintenance medication not in the original container with dosage information.

Your personal belongings should be kept to a minimum, but feel free to bring toiletries, pajamas and other personal effects. Your family or friends may bring anything else you may require after you arrive to your room. One adult may stay with you overnight in your room.
After Your Surgery

Following your procedure at Oklahoma Surgical Hospital, you will spend some time in the recovery area until the effects of your anesthesia subside. Once this occurs, if you had outpatient surgery, you will be taken to our Outpatient area and your family or guests will be allowed to join you there. If you are having inpatient surgery, you will be taken to a room on our inpatient nursing unit. Your family will be escorted to your patient room.

You will experience some pain after your surgery. However, nurses and staff are on hand to ensure that your pain is tolerable. Staff will need your help to determine your level of pain. Your nurse will frequently ask you to rate your pain on a scale from 1 to 10, with 10 being high or severe. Your physician will order medication to help control your pain and your nurse will communicate with you regularly and ask whether you need medication. It is important to remember not to wait for your pain to become uncomfortable before requesting medication. It takes time for the medication to work and if you wait too long it will become more difficult to get the pain under control.

Information for Inpatients

To help control your pain, your physician may order a patient controlled pain pump. Your nurse will instruct you on how to operate it. Please note that at times you will hear this pain pump make a beeping noise. This is not unusual, please notify the nurse to check the pump when this occurs.

It may seem contradictory, but early and frequent walking after surgery will prevent complications such as blood clots and pneumonia and will increase blood flow that helps speed healing. Our nursing staff will assist you in walking the day of your surgery. After that, as you get stronger, we encourage you to walk on your own. If you are able to do this, it is not necessary to notify the nurse. But if you are not comfortable walking alone, our staff will be there to assist you.

For your safety, it is hospital policy that patients stay on the nursing unit they are assigned and not leave the floor – particularly patients with IV fluids. If a patient with no IV fluids chooses to leave the floor, it must be 2 hours after their narcotic medication is given. Please notify your nurse if you are interested in leaving the nursing unit.

Deep breathing, coughing and using your Incentive Spirometer several times a day will also help prevent pneumonia. An Incentive Spirometer is a device to help you fully expand your lungs after surgery. You will receive one when you are admitted into your room and will be instructed on the correct technique in using it.

Wash your hands frequently or use a waterless hand gel to prevent infection. Oklahoma Surgical Hospital is a smoke-free facility. We strongly encourage you to stop smoking during your recovery period because nicotine prevents bone healing and could inhibit your healing process. Nicotine patches are available upon request to assist you with this process.

All rooms at OSH are private rooms and have been designed to provide you with a comfortable setting in which to recover. Each patient room has a flat screen television complete with cable service and wireless internet access. Other amenities in your room include a robe and personal toiletries. We encourage you to wear your robe while walking on the nursing unit. Please take this robe home with you as a complimentary gift from us.

You will order your meals from our restaurant style menu, known as “At Your Request.” Your meals will be cooked to order for you from 7 a.m. to 6:30 p.m. Place your order by dialing DINE or 3463 from your room telephone. A room service associate will take your order, and your food will be delivered to your room. Please note, your specific dietary restrictions could limit your choices. Remember, “At Your Request” room service dining has replaced the traditional food service process and you will need to place an order to receive your meal.

During your stay, one family member may stay overnight with you. Rollout beds are available. Food vouchers are available for guests and may be purchased with cash at the nursing station or via credit card on the phone to Room Service.
Your Discharge

When it is time for you to leave the hospital, your physician and/or nurse will review your discharge instructions with you and give you a written copy before you leave the hospital. We recommend that you have a friend or family member available to listen to the discharge instructions as well.

You will need to make arrangements for a friend or family member to pick you up from the hospital. It is the policy of Oklahoma Surgical Hospital to only release patients to friends or family members providing transportation from the hospital. We will not release a patient exiting the hospital via a taxi service.

Once you are discharged from the hospital, a friend or family member will need to assist you with applying the dressing to your incision site. The most important aspect of your dressing is that it be water-resistant but allow air to the wound. You can buy supplies at any drugstore to assist you. Here is what you will need: 1) gauze pads, 2) transparent waterproof dressing. Do not change the dressing at home unless it is saturated with drainage or falling off. Leave the dressing on until your doctor tells you it is okay to expose the incision to air. If a family member or friend is not available to help with changing the dressing, please tell your OSH nurse who can refer you to social services.

Do not soak in water, such as a bathtub, hot tub, pool or sauna because this can cause infection and prevent healing. Showers are fine with the water resistant dressing.

If you have questions once you get home, please call your physician. You may also contact the Inpatient Nursing Station at (918) 477-5095 or (918) 477-5085 to speak to a nurse.

Our case managers work closely with you and your family to ensure all your needs are met when you return home. If you have questions about services and support available to you after you leave the hospital, please contact our Case Management Department at (918) 477-5037.

**Important Things to Remember:**

- Your Belongings. Do not forget to retrieve any cash or valuables you may have left in the safe as well as any personal medications you may have brought to the hospital.

- Your Prescriptions. Your doctor may have given you prescriptions for you to get filled at your own pharmacy.

- Your Discharge Instructions. This is the paperwork that contains the specific information regarding your care once you leave the hospital. Please read it carefully and ask your nurse if you have any questions.

If your physician prescribed Physical Therapy at OSH following your discharge, please call (918) 477-5041 to schedule your appointment.
Guide to Fall Prevention

Oklahoma Surgical Hospital puts your safety first. The National Patient Safety Goals set the guidelines for reducing patient falls nationwide. We proudly participate in this initiative.

There are many reasons why people can fall, such as age, history of falls, type of surgery, medications, mental status, lower extremity weakness and mobility issues.

Our goal is to create a safe environment for every patient by providing personalized care that improves outcomes and prevents patient falls or injuries.

OSH Fall Prevention Program

- Assess all patients upon admission for fall risk factors
- Provide personalized care and assistance
- Provide hourly rounding on inpatient units
- Conduct environmental assessment of patient rooms
- Evaluate interventions
- Educate staff, patients and families on prevention measures

What can you do to help?

- Use your call light
- Always ask for assistance before getting up
- Keep personal items in easy reach (i.e. phone)
- Wear non-skid footwear
- Wear your eyeglasses or hearing aid
- Use a nightlight while in the hospital

Fall Prevention at Home

Falls can result in injuries, such as broken bones and cuts, and the need for hospital care. If you have had even a minor fall, you should tell your doctor.

There are several factors that may add to your risk of falling:
- Poor vision or hearing
- History of falls
- Use of mobility aids
- Being over 65 years of age
- Effects of medication

How can you reduce your risk of falling at home?

- Use soft white light bulbs and a nightlight
- Clear hallways, stairs and other pathways
- Use handrails and wear non-skid footwear
- Remove throw rugs
- Wipe up spills
- Use a raised toilet seat and safety frame
- Consider a hand-held shower head, shower chair and handrails
- Store items used often at waist level
- Keep telephone within easy reach
- Contact your primary care physician if you feel dizzy, or weak
Billing and Insurance

Insurance and Financial Information

It is important that you understand what your insurance is going to cover and determine if there is any action you need to take prior to surgery, such as receiving pre-admission approval. Our business office will work with you in getting this information from your insurance company. You are welcome to call the Oklahoma Surgical Hospital Business Office at (918) 477-5012.

If you are scheduled to have services at Oklahoma Surgical Hospital, you will be asked for information pertaining to your coverage by an insurance company, managed care plan, Medicare, or other organization that will participate in the payment or partial payment of your health care expenses.

Our business office representatives will help you understand what you can expect from your health plan.

Communication is the key. Please let us know if you have questions about financial arrangements, or concerns about the portion of your hospital bill that you will be expected to pay. We are eager to provide service in every way possible.

Insurance Claims

As a service to you, the hospital will file all claims for surgical procedures and hospital charges as well as other allowable services with your insurance company.

Some insurance companies may require you to pay for certain services and then file a claim for reimbursement. If this is the case, we will prepare a detailed statement of all services provided at the conclusion of each visit. We will also assist you in any way we can in your communications with your insurance company.

Managed Care

Oklahoma Surgical Hospital participates in various managed care plans including many PPO and HMO programs. The hospital will file claims for hospital services for those patients who belong to programs in which members of our medical staff participate. As a condition of participation, we require co-payments due on the day of service.

Medicare

Oklahoma Surgical Hospital is Medicare Certified and will accept Medicare's allowable payment for services. We will file your Medicare claims and bill you for co-insurance and any deductibles. We are also glad to file supplemental or MediGap insurance coverage claims for you.
Guest Amenities

We welcome your family and friends as guests in the hospital at any time. Children are also welcome to visit your room. How you feel should determine the number of visitors you have and the length of their stay.

Complimentary Valet Parking is available for your guests Monday through Friday from 5:30 a.m. to 8 p.m. at the main hospital entrance. You may contact our Valet Services at ext. 5021. If your guests choose to self-park, there is plenty of free visitor parking located to the west of CityPlex Towers.

When your guests arrive, they are encouraged to stop at the Oklahoma Surgical Hospital Guest Services desk located on the first floor of our main lobby. A Guest Services Representative will be available to provide them with information, as well as directions to the Family Waiting Area or your room.

Our Family Waiting Area is located on the third floor and is where your guests will wait for you while you are in surgery. Your guests will receive a brochure that provides them with important information about the hospital during their visit. They will also be assigned a patient case number. This number will allow them to track your progress during your procedure by the OSH Integrated Patient Tracking System. This computerized system updates your surgical progress via monitors located throughout the Family Waiting Area.

Television sets are placed throughout the Family Waiting Area and wireless internet access is also available. Complimentary refreshments are available for your guests in the kitchen area. A special play area is set up for children. A Guest Services Representative is always stationed in the Family Waiting Area to answer any question you or your guests may have.

Dining options in CityPlex Towers are located on the first floor and are available during normal business hours, Monday through Friday. The 81st Street Bistro serves sandwiches, salads, soups, chips, soda, and dessert items. Hava Java offers a variety of smoothies, Starbucks coffee, and pastries. Also located on the first floor is Pizza Hut Express which serves pizza and breakfast items.

If you are an inpatient, your family and friends can reach you by dialing (918) 933-6 plus your room number. If they do not know your room number, dial (918) 477-5000 and then 0 for information. If they are calling from inside the hospital, they should dial (918) 933-6 and then your room number.
hospital, dial 6 + the patient’s room number or dial 0 if you do not know the patient’s room number.

Inpatient rooms are equipped with sleeping arrangements for one adult guest. Parents are always welcome to stay with their children. Family members can also use OSH’s free valet parking throughout your stay Monday through Friday.

Our restaurant style room service menu is also available for family members staying overnight for a reasonable cost. Meals can be purchased with a credit card over the phone with room service from 7 a.m. to 6:30 p.m. or with cash at the Nursing Station.

A Family Lounge is located in each nursing unit to provide your guests more space to relax. Each Lounge is equipped with a television and coffee. Vending machines are also located nearby.

Your patient room is equipped with wireless internet access as a convenience for you and your visitors.

Should your guests need to enter the building after 9 p.m. or before 7 a.m. they will require an electronic PROX card to access the main hospital entrance on the 1st floor. PROX cards may be obtained from the nursing station.

Nearby hotel accommodations are available at a variety of price ranges. Please contact a Guest Services Representative for more information.

Reminder: Oklahoma Surgical Hospital is a smoke-free facility.

**Guest Services**

Guest Services Representatives are provided to assist you and your family. These individuals will help you find answers to any questions you may have or listen to suggestions that will help improve our service to you. We invite you to contact Guest Services at (918) 271-1729 if you or your family need:

- Daily Newspapers
- Information on sending or receiving mail
- Assistance with giving or receiving messages
- Information on hotels in the area
- Special recommendations on area restaurants
- Transportation or travel assistance
- Fax services or other communication requests
- Information regarding hospital policies and facilities
- Information about services within the CityPlex Towers
- Help with any non-medical request while you are in the hospital

Our Guest Services Representatives may be reached Monday through Friday between the hours of 5:30 a.m. to 8 p.m. After hours assistance is available through your nurse.
FAQ

As our patient, we want to make certain your visit with us is as comfortable and convenient as possible - for both you and your guests. We have provided the following FAQ to answer many of the questions that you may have. However, please do not hesitate to contact Guest Services at (918) 271-1729, if you should have any additional questions. You can also email questions in the Contact Us section of the OSH web site.

What type of paperwork do I need to prepare before my surgery?
The first step is to prepare the pre-admission paperwork. Forms are available under the Patient Forms section of the OSH web site (www.oklahomasurgicalhospital.com). If you have any questions you may call our Business Office at (918) 477-5012.

For your convenience, you may want to have the following information available as you begin filling out the necessary forms and information requested.

- Photo ID
- Insurance Card
- Medical Information that will help you detail your own medical history
- A list of all medications you are currently taking, including over-the-counter medications and any other natural or organic drugs you may be taking. Be sure to include the dosages you take
- List of allergies

Will I need to schedule a Pre-Op visit?
Your physician may schedule a Pre-Op visit prior to your surgery. Some testing may also be necessary. Your physician, your health plan or Oklahoma Surgical Hospital will direct you to where you need to go to have these tests. For questions regarding Pre-Op visits, please call (918) 477-5073.

What should I bring with me when I come to the hospital?
If you are going to be spending the night, you may want to bring some personal toiletries with you as well as your home medications.
Please remember to wear loose, comfortable clothing. This is particularly important if you are having outpatient surgery because you will need to wear this outfit home after you have been discharged.

Wear your glasses instead of contact lenses. It is easier to remove your glasses prior to surgery. If you are going to be spending the night you will want to bring your contact lens case and solution to use once you are settled into your room after surgery.

If you wear a hearing aid or dentures, you should wear them to the hospital.

Please leave all jewelry and other valuables, such as cash and credit cards, at home or with a family member in the Family Waiting Area.

Are there any special instructions for the night before my surgery?
Please do not eat or drink anything after midnight the night before your surgery unless instructed otherwise by your physician or anesthesia provider. If you are currently taking medication for diabetes, high blood pressure, asthma or other conditions requiring daily medications, you should discuss this with your physician and anesthesiologist and follow their recommendations carefully.

Where do I park when I arrive at the hospital?
Oklahoma Surgical Hospital is located at 81st and South Lewis in the CityPlex Towers. We provide complimentary valet parking to our patients and their guests. The best way to access this service is to enter the campus off of Lewis Ave. and drive to the covered entrance of the tower located on the west side of the parking lot. A Guest Services Representative will greet you and escort you to your destination. If you prefer to park yourself, plenty of free parking is available on the west side of the complex.

Where do I go once I get inside the hospital?
Our main lobby is located on the 1st floor of the west tower in the CityPlex complex. A Guest Services Representative will greet you at the main desk in this area and will see that you are escorted to your destination.

Where does my family wait while I am in surgery?
Our Family Waiting Area is located on the third floor and can be accessed by private elevator from the CityPlex Towers main lobby. There are televisions throughout this area, along with patient tracking computer screens. These screens provide up to the minute information that allows your guests to monitor your progress throughout your surgery. Wireless internet is available in this area as well as a special area for children, complete with toys. Complimentary refreshments are provided in the kitchen area. A Guest Services Representative is always stationed in Family Waiting to answer any questions you or your guests may have.

How long does outpatient surgery usually take?
The amount of time you spend in surgery will depend on the type of procedure you are having done. You may want to discuss this with your physician prior to surgery.

Do I need to have someone stay with me if I am having outpatient surgery?
You will need to have an adult available to drive you home when you are released from the hospital. We also advise that someone stay with you throughout the night to make sure you do not experience complications.

What type of anesthesia will I have?
Prior to your surgery, your physician and anesthesiologist will discuss the type of anesthesia you will have. There are a number of types of anesthesia including:

• Local anesthesia is an injection that numbs only the area of the body that will be affected during the surgery. At the same time, you may receive a sedative through your IV to help you rest during the procedure.

• Regional anesthesia is medication that is injected near a nerve to numb an entire region of the body where the surgery will be performed.

• General anesthesia is the type of anesthesia you receive when you are put to sleep during the surgery.

Will I have effects from general anesthesia?
Someone will need to drive you home following surgery. You should not operate a car or other heavy machinery until you physician has given the OK.

You may experience some stomach upset from the anesthesia, so you may want to have some clear liquids (soup or Jell-O) before trying to eat solid food.

Avoid strenuous activities. Activities should be limited to those approved by your doctor. Because the residual effects of your anesthesia and some medication you may be taking for pain can affect your memory and judgement, you should avoid making important decisions until you no longer require prescribed pain medication.

(Continued on next page)
FAQ (continued)

How long will I have to wait after outpatient surgery until I am discharged?
You will remain in the recovery area until you and your healthcare team feel you are ready to return home. The time you spend in recovery will vary from patient to patient. A member of our staff will assist you to your vehicle when you are ready to leave.

What do I do if I need a wheelchair, crutches, walker, etc.?
Our case managers work closely with you and your family to ensure all your needs are met when you return home. If you have questions about services and support available to you after you leave the hospital, please contact our case manager at (918) 477-5037.

Will my insurance cover my entire bill?
It is important that you talk to one of our business office representatives prior to your surgery. They can answer all of your questions about insurance and help you determine how much of your estimated bill will be covered and what portion of the bill you will need to pay. Contact our Business Office at (918) 477-5012.

Do you bill Medicare for my care?
We are Medicare Certified and will accept Medicare’s allowable payment for services. We file your Medicare claims and bill you for the co-insurance and any deductibles. We will also be glad to file Supplemental or MediGap insurance coverage claims for you.

Can I bring my laptop computer with me?
Yes. Wireless internet connection is provided in patient rooms and in the Family Waiting Area. Please ask a Guest Services Representative or your nurse to assist you.

Will I have to share my hospital room with another patient?
No. All rooms at OSH are private rooms.

When will I get my meals?
We provide an in-room restaurant-style menu that allows you to select the food you would like to eat. You order the food you want, when you want it. Place your order by dialing DINE (3463) from your hospital room. A room service attendant will take your order, and within 45 minutes your food will be delivered to your room. Meal service begins at 7 a.m. to 6:30 p.m., so your last order for the day should be placed before 6:30 p.m.

How do my friends and family members contact me while I am staying overnight at the hospital?
Your room may be reached by dialing (918) 933-6 plus your room number.

How will my guests find my hospital room?
Our inpatient rooms are located on the 7th, 8th, and 9th floors. Designated elevators are located off our main lobby in the 30-story tower behind our Guest Services Desk. A Guest Services Representative staffs this desk during normal business hours and can arrange to have your guests escorted to your room.

Are guests allowed to stay overnight in the hospital?
Our rooms are equipped to accommodate one guest. Parents are always welcome to stay with their children. Meals can also be provided for guests from our in-room menu. If you need accommodations for more than one guest, we can provide you with a list of hotels in the area.

What are normal visiting hours?
OSH welcomes your family and friends as guests at any time. Children are also welcome to visit you in your room. How you feel should determine the number of visitors you have and the length of their stay. If you are not up to having visitors, please inform your nurse.

Who do I contact regarding questions about my bill?
You may contact our Business Office at (918) 477-5012 or email your questions to customerservice@oksurg.com.

Providing Feedback to OSH
At Oklahoma Surgical Hospital our mission is to ensure that your overall patient experience exceeds your expectations. In order to measure how well we are accomplishing our mission, we need to hear from you. Please contact the hospital through the following:

• www.oklahomasurgicalhospital.com under the “Contact Us” section
• Guest Services at (918) 271-1729
• Administration at (918) 477-5049
Patient Rights

It is the intent of Oklahoma Surgical Hospital to respect, support, and explain your basic rights and responsibilities regarding the care being provided.

The patient and person responsible for the patient’s decision-making has the right to:

Access to Care
Receive appropriate medical care, including assessment and management of pain.

Personal Values and Beliefs
Considerate care that is respectful of your personal values and beliefs.

Informed Decisions Regarding Care
Participate in the development and implementation of your patient care plan, medical and surgical interventions, patient care issues, pain management plan and discharge plan. You have the right to be informed of decisions involving your health care, including information regarding any research project being offered. You have the right to refuse treatment to the extent permitted by law after being adequately informed of the benefits and risks of, and alternatives to, treatment. Participation in research can be refused or discontinued at any time without penalty.

Privacy and Confidentiality
Personal privacy and confidentiality of your clinical records. You have the right to access information regarding your medical record, and hospital bill, and have these documents explained to you upon your request.

Safety
Receive care in a safe environment, free from restraint or seclusion that is not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff. You have the right to be free from all forms of abuse, neglect or harassment from staff, other patients or visitors.

Identity
Access to the identity and professional status of the individuals providing service to you, as well as information on the relationship among the various providers of care.

Communication
Have a family member or representative, and your primary care physician notified of your admission to the hospital.

Continuity of Care
Know the reasons for your transfer, should you be transferred. You have the right to reasonable continuity of care including information and instructions upon discharge from the hospital.

Ethical Issues Regarding Care
Participate in the consideration of ethical issues that arise from your admission, treatment and discharge. You have the right to formulate and have hospital staff implement and comply with your Advance Directive.

Complaints
Submit written or verbal grievances or complaints to any employee. You have the right to lodge a complaint with the Quality Improvement Organization for quality of care issues, coverage decisions and to appeal a premature discharge. Exercising this right will not compromise your patient care.

Access to Protective Services
Information regarding services for guardianship, advocacy, conservatorship and child or adult protection.

Health Status
Be informed of your health status, diagnosis and prognosis.

Oklahoma Surgical Hospital is committed to providing quality care to all whom we serve. Our staff will not be aware of your concerns unless you share them. If questions or concerns are not addressed to your satisfaction by the healthcare team, please call the hospital’s Risk Manager at 918-477-5014. If you prefer, you may contact the following agencies:

- Oklahoma State Department of Health
  Medical Facilities Division
  1000 N.E. 10th
  Oklahoma City, OK 73117-1299
  Phone: (405) 271-6576

- Oklahoma Foundation for Medical Quality
  14000 Quail Springs Parkway, Suite 400
  Oklahoma City, OK 73134-2600
  Phone: (800) 522-3414

Patient Responsibilities

At Oklahoma Surgical Hospital, we believe that everyone shares in the responsibility to ensure that both patient safety and patient health care needs are met. Therefore patients and their families should actively participate in meeting our common goal.

The patient and the person responsible for patient’s decision-making has the responsibility to:

Provision of Information
Provide, to the best of your knowledge, accurate and complete information about the present conditions, past illnesses, hospitalizations, medications, and other matters relating to your health, including the reporting of any changes in your current condition or levels of pain.

Ask Questions
Ask questions if you do not understand what you have been told regarding patient care, expectations or concerns.

Compliance with Instructions
Follow the treatment plan recommended by the practitioner primarily responsible for your care and follow the instructions of nurses and other healthcare professionals who are carrying out physician orders.

Refusal of Treatment
Accept the consequences of not following instructions. If you refuse treatment or do not follow the practitioner’s instructions or treatment plan, you are responsible for your actions.

Hospital Charges
Arrange for prompt payment of your healthcare bills and provide necessary information for filing insurance claims for services rendered.

Respect and Consideration
Be considerate of the rights of other patients and hospital personnel, and respect the property of others. You are responsible for assisting in the control of noise, maintaining a smoke-free environment, and controlling the number of visitors.

Hospital Rules and Regulations
Observe and follow the hospital rules and regulations concerning patient care and conduct.
Oklahoma Surgical Hospital is located on the southeast corner of Lewis Avenue and South 81st Street. You may enter from Lewis Avenue or from 81st Street. Complimentary valet parking is available on the northwest side of the building in front of the 30-story hospital tower. Valet parking hours are 5:30 a.m. to 8:00 p.m. We encourage you to take advantage of our **FREE** valet parking, Monday through Friday – accessible at the covered main lobby entrance on the northwest side directly under the 30-story tower. A Guest Service Representative will park your vehicle and direct you to the entrance to the first floor hospital lobby. Please check-in at the Guest Services desk. If you have not left the hospital by the time the valet parking service has ended for the day, one of our Guest Service Representatives will bring your keys to you along with directions to your vehicle.

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### Important Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Accounting</td>
<td>(918) 477-5015</td>
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<tr>
<td>Administration</td>
<td>(918) 477-5049</td>
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<tr>
<td>Admissions</td>
<td>(918) 477-5012</td>
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<td>Business Office</td>
<td>(918) 477-5012</td>
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<tr>
<td>Case Manager</td>
<td>(918) 477-5037</td>
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<td>Customer Service</td>
<td>(918) 477-5012</td>
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<tr>
<td>Endoscopy Center</td>
<td>(918) 477-5006</td>
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<tr>
<td>Facilities</td>
<td>(918) 271-1729</td>
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<td>Facilities (After Hours)</td>
<td>(918) 271-1729</td>
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<tr>
<td>Family Waiting 3rd Floor</td>
<td>(918) 477-5039</td>
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<td>Guest Services</td>
<td>(918) 271-1729</td>
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<td>Human Resources</td>
<td>(918) 477-5008</td>
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<td>Imaging Center</td>
<td>(918) 477-5060</td>
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<td>Medical Records</td>
<td>(918) 477-5038</td>
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<td>Nurses Station 7th Floor</td>
<td>(918) 477-5095</td>
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<td>Nurses Station 8th Floor</td>
<td>(918) 477-5085</td>
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<tr>
<td>Operator</td>
<td>(918) 477-5017</td>
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<tr>
<td>PACU</td>
<td>(918) 477-5035</td>
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<tr>
<td>Pain Management Center</td>
<td>(918) 477-5078</td>
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<td>Patient Transport</td>
<td>(918) 477-5021</td>
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<td>Pharmacy</td>
<td>(918) 477-5025</td>
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<td>Physical Therapy</td>
<td>(918) 477-5041</td>
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<td>Post-Op</td>
<td>(918) 477-5030</td>
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<td>Pre-Op</td>
<td>(918) 477-5032</td>
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<td>Reception Desk 1st Floor</td>
<td>(918) 477-5021</td>
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<tr>
<td>Security</td>
<td>(918) 493-8090</td>
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<tr>
<td>Surgery Desk</td>
<td>(918) 477-5033</td>
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<tr>
<td>Valet</td>
<td>(918) 477-5021</td>
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### Getting to Oklahoma Surgical Hospital

Oklahoma Surgical Hospital is located on the southeast corner of Lewis Avenue and South 81st Street. You may enter from Lewis Avenue or from 81st Street. Complimentary valet parking is available on the northwest side of the building in front of the 30-story hospital tower. Valet parking hours are 5:30 a.m. to 8:00 p.m.
Our mission is to commit our premier medical expertise and technological resources to provide you superior personalized health care. We embrace the highest standards in patient care and clinical outcomes, and endeavor to ensure that your overall patient experience will exceed your expectations.