



# WHAT TO EXPECT

## When Scheduling Your Surgery

Thank you for choosing Hope Orthopedics of Oregon for your surgical procedure. We are giving you this guide as a timeline to help you through the process of scheduling your surgery. The surgery coordinator will contact you to schedule once our process is complete. If you have not heard anything and it has been more than two weeks since you were seen, please feel free to contact our office for an update.

**If you have been provided an order to complete an EKG and/or blood work, we ask that these are completed within 1 week to prevent delays in scheduling your surgery as there is further work up to be done if we get abnormal results.**

### Steps to Scheduling Your Surgery:

1. Hope will request authorization for your surgery from your insurance company. Some insurances do not require an authorization. For insurances that do, this can take a minimum of 2 weeks or more depending on the insurance type. Worker's Comp claims and VA insurance can take over 30 days to process these requests and get back to us.
2. Once we get the authorization status back the following will happen to help you better plan for the cost of your surgery. **If there is low/no out-of-pocket cost or deposits, you will not receive a phone call.**
  - a. If your surgery is to be scheduled at Willamette Surgery Center, their facility will call you with an estimate of cost for the facility.
  - b. If your surgery is to be at Salem Hospital, you may contact them at 503.562.4357 for an estimate if available. They may refer you to your insurance company for further benefit checks.
  - c. Hope Patient accounts will then work up the estimate of cost for the physician cost. Detailed estimates from Hope Orthopedics and Willamette Surgery Center will be combined and mailed to you after we have tried reaching you by phone.
  - d. It is important to know, when considering the total cost of surgery, that there are also separate anesthesia fees associated with your care. We contract with two anesthesia groups that provide these services. To receive a quote from both call (OAG) 503.530.0872 and (ABC) 800.275.8752 and ask for surgery estimates.
3. Your care team will review your health history and evaluate the need for any medical optimization prior to surgery. Additional health information is usually required from your primary care doctor and other specialists you see, which can delay the scheduling process. Many doctors' offices will want to see you prior to filling out the paperwork.
4. Once we know you are healthy and safe to proceed; you will then receive a call from the Hope surgery coordinator to officially schedule. Generally, there will be several different appointments made during that phone call, so please be prepared to take the information down. If physical therapy is needed, you will also receive a call from PT to schedule those appointments.
5. If you have FMLA paperwork that needs to be filled out, it can take up to 14 days for these to be completed. Bring the paperwork into Hope and give to the reception team, they will distribute to the appropriate party. It can also be faxed over from your employer directly to 503.540.6404. There is a \$20.00 fee for the paperwork to be filled out that will be collected at time of drop off.

We hope this helps you to better understand the scheduling process. Our surgeons and staff are committed to making sure you have a safe and positive experience. Please call us at any time if you have questions or concerns at 503.540.6300.