

Finances

Charges for facility services and supplies are billed separately from your doctor's fees. After your procedure you will receive separate bills from your doctor and the Center. Bills from anesthesiology, pathology, and/or a laboratory are sent only if applicable. We accept most insurance plans including Medicare.

For those without insurance, we accept cash, checks, Mastercard, VISA and American Express. Payment is expected to be made on or before the day of surgery. Financial assistance may be available to patients who qualify. For more information, please visit <https://www.bswhealth.com/financialassistance>.

To ensure an efficient registration process, please be familiar with your insurance coverage before you arrive for surgery. Satisfying the conditions of an insurance policy is the responsibility of the patient. Also be sure to ask if any specific documents such as a second surgical opinion, a letter of certification, or a referral are required.

If you have questions, please call us at 214.365.8380. Our business office is open from 8 a.m. to 5 p.m. Monday through Friday.

INTERNET (WI-FI ACCESS)

Surgical Public
no password required

CENTRAL BISTRO

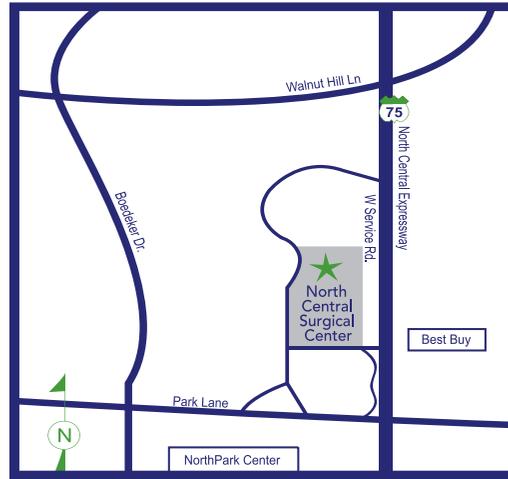
2nd floor Tower I
Breakfast: 6:30am - 9:00am
Lunch: 11:00am - 2:00pm

ATM

Located on the first floor near
main entrance

Pharmacy:

Preston Road Apothecary
Open Monday through Friday 8:30am - 5:30pm,
Located on the first floor in Tower I.



Directions to North Central Hospital Outpatient Department

North Central Surgical Center is conveniently located on the southbound access road of North Central Expressway in between Park Lane and Walnut Lane. The Hospital Outpatient Department is located in Tower II, 6th floor.

From North Central Expressway – Southbound

- Exit at Walnut Hill Lane and stay on the service road.
- Go through the Walnut Hill traffic light and continue until you arrive at the white building marked Carrell Clinic Center and North Central Surgical Center Hospital on your right. The Hospital Outpatient Department is located in Tower II, 6th floor.

From North Central Expressway – Northbound

- Exit at Walnut Hill Lane and stay on the service road.
- Loop back around underneath North Central Expressway.
- Continue on the service road until you arrive at the white building marked Carrell Clinic Center and North Central Surgical Center Hospital on your right. The Hospital Outpatient Department is located in Tower II, 6th floor.

9301 North Central Expressway
Tower II - Suite 670 | Dallas, TX 75231
Office (214) 365-8380 | Fax (214) 365-8191
Monday – Friday 6:00 a.m. to 6:00 p.m.

North Central Surgical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. This is a hospital in which physicians have an ownership or investment interest. The list of physician owners or investors is available to you upon request.
An affiliate of USPI/Tenet Health and Baylor Scott & White Health

North Central Hospital Outpatient Department Patient Information



Preparing for Surgery

One to two days before your planned surgery, you will be contacted by a nurse from the pre-admission testing department who will review your medical history including any medications you are taking. The nurse also will provide initial instructions to help you prepare for your appointment. If any change occurs in your physical condition or you develop a cough, sore throat or fever, please contact your physician's office immediately. The physician's office will let you know what time to arrive for surgery.

The Night before Surgery

- Do not eat or drink anything after midnight. No gum, candy or mints.
- Do not take any medications after midnight unless instructed to do so by your physician. If you are taking aspirin or blood thinners, get specific instructions from your physician. If you are diabetic or if you are on blood pressure medication, please get specific instructions from your physician. If these medications need to be taken, swallow only with a very small amount of water.
- If you are having a procedure in the afternoon, please get specific instructions from your physician.

The Day of Surgery

To help us meet your needs, please follow these instructions:

- Bathe or shower the morning of your surgery. You should brush your teeth, remembering not to swallow. Bring a list of all your medications with dosages (prescription/non prescription) and a list of drug allergies.
- Wear loose, comfortable clothing and shoes. Leave all jewelry and other valuables at home. The center cannot be responsible for the security of these items.
- Bring your payment, insurance card(s), referral form (if applicable) and driver's license.
- Please have only one person accompany you to the Center.

Going Home

The best part of any surgical procedure is going home to familiar surroundings. To assist in your recovery, we will provide written instructions for you to take home. Since it is normal to feel drowsy after receiving sedation, you must have a family member or friend drive you home. We urge you to refrain from the following activities for 24 hours:

- signing any important documents or making significant legal decisions
- driving or operating any equipment
- drinking alcoholic beverages

At *North Central* Hospital Outpatient Department, care doesn't end when you leave our facility. We encourage you to promptly contact your surgeon or the Center if you have any questions about your recovery.

Patients' Rights

The Patient has the right:

- To be informed of these rights as evidenced by the patient's written acknowledgment.
- To be informed of services available in the facility, of the names and professional status of the personnel providing the patient's care, fees & related charges.
- To be informed if the facility has authorized other health care & educational institutions to participate in the patient's treatment.
- To receive from your physician(s) in terms that the patient understands, an explanation of his or her complete medical health condition or diagnosis, and recommended treatment.
- To participate in the planning of the patient's care, treatment to refuse medication & treatment.
- To be included in experimental research only when the patient gives informed, written consent.
- To voice grievances or recommended changes in policies & services to facility personnel.
- To be free from mental & physical abuse, free from exploitation & free from use of restraints.
- To confidential treatment of information.
- To be treated with courtesy, consideration respect & recognition of the patient's dignity, individuality, & right to privacy.
- To not be required to perform work for the facility unless the work is part of the patient's treatment & is performed voluntarily by the patient.
- To exercise civil & religious liberties.

Patients' Rights, Continued

- To not be discriminated because of age, race, religious sex, nationality, ability to pay or deprived of any constitutional, civil, and/or legal rights.
- To expect and receive appropriate assessment, management & treatment of pain.

Patient Responsibilities

- The patient has the responsibilities to provide accurate and complete information concerning his/her present complaints, past illnesses and hospitalizations.
- The patient is responsible to report perceived risks in their care and unexpected changes in their condition.
- The patient and family are responsible for allowing the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow orders.
- The patient is responsible for assuring that the financial obligations are met.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patients is responsible for his/her personal property and that of other persons in the facility.

Advance Directive (Living Will)

All patients who come to the Center will be asked if they have an Advance Directive. If you have an Advance Directive, please bring it with you so it can be placed in your chart. If not, you do not need one to have a procedure at our center. However, if you would like further information, a booklet is available for advance directives at <https://hhs.texas.gov/laws-regulations/forms/advance-directives>.