



## **Planning for Your Surgery**

### **What to Expect**

At Colden ENT & Allergy, we are committed to making your surgical experience as smooth and stress-free as possible. Below is an overview of how the scheduling process works and what you can expect.

It is very important that you log onto our patient portal (which we can help you with) to improve communication and help expedite many of these steps. Also, this is how we will give you important information.

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### **1. Insurance Authorization**

Before surgery, our office will:

- Submit the necessary information to your insurance company
- Request prior authorization if required
- Communicate with you if additional information is needed

Even if a procedure is medically necessary, insurance plans may require approval in advance. Our office and the hospital team are available to help guide you through this process.

Please note: Patients are often responsible for **copays, coinsurance, and deductibles** based on their individual insurance plan. We encourage you to contact your insurance carrier to understand your benefits.

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### **2. Scheduling at the Hospital or Surgery Center**

Once insurance authorization (if required) is obtained:

- Our surgical coordinator will schedule your procedure
- You will be contacted with the date, arrival time, and location
- Detailed preoperative instructions will be provided

Many hospitals in Massachusetts have limited resources in terms of staffing, equipment and anesthesia providers so we will try to do this as quickly as possible but please be patient

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### **3. Preoperative Testing and Appointments**

Depending on your age, medical history, and type of surgery, you may need:

- Lab work (blood tests)
- EKG or other testing
- A preoperative anesthesia evaluation

These appointments are typically arranged in advance to ensure you are medically ready for surgery.

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#### 4. Medical Clearance (If needed)

Some patients require clearance from their primary care physician or a specialist prior to surgery.

If this applies to you:

- We will notify you
- You will need to schedule an appointment with your physician
- Clearance documentation must be completed before surgery

Timely completion helps avoid delays.

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#### 5. Using Our Patient Portal

We strongly encourage all patients to enroll in our **patient portal**.

Through the portal, you can:

- Ask non-urgent questions
- Receive instructions and updates
- Review preoperative and postoperative guidelines
- Access important information about what to expect before, during, and after surgery

The portal is the most efficient way to communicate with our office.

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#### 6. Questions About Insurance or Billing

Our office and the hospital billing department are available to assist with:

- Insurance questions
- Authorization concerns
- Payment responsibilities

Please remember that deductibles and copays are determined by your insurance plan.

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#### We're Here to Help

Preparing for surgery involves several steps, and our team will guide you throughout the process. If you have questions at any time, please contact our office or send us a message through the patient portal.

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