

WELCOME TO ASSOCIATED OTOLARYNGOLOGISTS OF PENNSYLVANIA

Thank you for choosing AOP for your surgery and ENT care. Our goal is to make your visit and recovery a positive experience.

BILLING AND INSURANCE INFORMATION:

You will receive a phone call from our billing department to verify insurance information and to make payment arrangements for your deductible, co-insurance, or co-pay. Due to the high deductibles, co-insurance, and co-pays for many insurance policies, it is our office policy to secure a valid credit card number from you. This number is stored securely in our "Easy Pay" credit card processing software. Your credit card will not be charged until after surgery and after we receive the explanation of benefits (EOB) from your insurance company. We do not send out statements for surgery so once the EOB is received, if an amount is due, your card will automatically be charged and a receipt will be emailed to you. If your credit card declines, and we are unable to collect payment, your account may be sent to the collection agency. If you do not provide a valid credit card, your surgery may be canceled.

As a reminder, we are participating providers with several insurance plans. We will file all of these insurance claims. If you have questions regarding our participation please call the Billing Department at 763-7400 Ext. #220, #223 or #230.

If our doctors are not listed in your plan's network, you will be responsible for full payment. If you are insured by a plan that we do not have a prior arrangement with, we will prepare and send the claim for you on an unassigned basis. This means the insurer may send the payment directly to you and, therefore, our charges for your care are due at the time of service. Due to the many different insurance products available, our staff cannot guarantee your eligibility and coverage. Be sure to check with your insurer's member benefits department about services and physicians before your appointment. You are responsible for obtaining a properly dated referral if required by your insurer and you are responsible for payment if your claim rejects for lack of one.

Not all insurance plans cover all services. In the event your insurance plan determines a service to be "not covered", you will be responsible for the complete charge. Payment will be charged to the credit card you supplied.

You will require the services of an anesthesiologist for your procedure. We cannot guarantee that the anesthesia provider is in your insurance network. Please call the following anesthesia providers to verify their participation with your insurance:

For Services at UPMC Pinnacle and Susquehanna Valley Surgical Center call:
RIVERSIDE ANESTHESIA 717-545-5256

For Services at Penn State-Holy Spirit Medical Center call: WEST SHORE
ANESTHESIA ASSOCIATES 717-763-2126

SPECIAL NOTICE FOR SINUS SURGERY PATIENTS: Your return visits will likely include a debridement. CPT Code 31237. This can be done up to three times after surgery and a left and a right could be charged depending on your circumstances. Please be aware that this is a separate charge from your original sinus surgery and additional charges apply. These charges are not included in any global post-operative appointment. We urge you to call your insurance company to see what portion of these charges they will cover and what you will be responsible for.

In-Office Procedures: If you are in the office for an office visit but the physician recommends any kind of scope, procedure, or anything outside the realm of a regular physical exam, additional charges will apply.

AOP Contact Information: (For individual extensions you must dial the “#” then the extension).

CORRINE (717) 835-0726
(FORNADLEY, ISAACSON)

Julie (717) 835-0724
(FRENCH, RUGGIERO)

SHANNON (717) 500-5223
(LEVIN, MALONE)

BILLING: (717) 763-7400 Ext. #220, #223 or #230

SALLY—SURGERY PRE-PAY AND CREDIT CARD ON FILE: (717) 500-5221

WE ENCOURAGE YOU TO USE OUR **PATIENT PORTAL**. YOU CAN CONTACT OUR OFFICE VIA THE PORTAL, REQUEST APPOINTMENTS, VIEW YOUR RECORDS, AND MAKE PAYMENTS THROUGH OUR SECURE SITE. TO SIGN UP FOR OUR PATIENT PORTAL PLEASE GO TO: WWW.ASKAOP.COM. CLICK ON “PATIENT PORTAL” AND FOLLOW THE PROMPTS ONLINE. IF YOU NEED FURTHER HELP WITH THE PORTAL PLEASE CALL THE OFFICE. OUR STAFF WILL BE MORE THAN HAPPY TO HELP YOU REGISTER.

Once again, thank you for choosing AOP.

Instructions for BEFORE YOUR SURGERY:

A pre-op nurse will contact you to complete your confidential and mandatory health history. This is required prior to your surgery date to avoid cancellation of your surgery. If you do not hear from the hospital or surgery center please call our office. The direct extensions for our surgery schedulers are listed below. Please arrange for a responsible adult to drive you home after your surgery and to listen to your post-operative instructions.

Instructions for DAY OF SURGERY:

Arrive promptly at the time given to you by the pre-op nurse. Follow the instructions given to you about eating and drinking. This is important for your safety. Wear low-heeled shoes and loose, comfortable clothing. All jewelry and body piercing must be removed prior to surgery. Please leave valuables including jewelry at home or with a family member. Bring your driver's license or photo identification card and health insurance cards.

Medications:

*Please follow instructions for medications given to you by the physician or nurse.
Failure to follow these instructions can cause serious complications.*

Instructions for AFTER YOUR SURGERY:

After your surgery/procedure you will receive discharge instructions at the hospital or surgery center. **Have someone stay with you for the first 24 hours after surgery.** Take it easy until your physician says you can return to your normal routine. Contact your physician if you feel you are having problems after surgery.

Cancellations and "No Shows:

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses to the office. We request a 3-day notice if you need to cancel an outpatient procedure or surgery. Failure to give a 3-day notice will result in a \$300 non-refundable fee being charged to your account. Exceptions can be made in the case of a true emergency (for example illness or a death in the family) but will need to be discussed with the Practice Manager.

MEDICATIONS TO HOLD FOR SURGERY

MAO inhibitors: Nardil, Parnate (14 days prior)

AMPHETAMINES: Adderall, Vyvanse, Concerta, Straterra (7 days prior unless otherwise instructed by ordering Dr.)

ACE inhibitors: Lisinopril, Enalapril, Quinapril (AM of Surgery)

DIURETICS: (AKA WATER PILLS) Furosemide, Hydrochlorothiazide (AM of Surgery)

ANGIOTENSIN RECEPTOR BLOCKERS: Losartan, Valsartan, Benicar, Cozaar (AM of Surgery)

IM Vivitrol (naltrexone for extended-release injectable suspension): wait 6 weeks after last dose before surgery

Buprenorphine-Naloxone (for example, Suboxone, Zubsolv, Bunavail): requires formal review and specific considerations prior to surgery.

ANTIACOAGULANTS: RECOMMEND 5-7 DAYS

Coumadin (Warfarin, Jantoven)

Pletal (Cilostazol)

Plavix (Clopidogrel)

Effient (Prasugrel)

Trental (Pentoxifylline)

Aggrenox/Persantine (Dipyridimole)

Ticlid (Ticlopidine)

Agrylin (Anagrelide)

Pradaxa

Abciximab (Reapro)

Tirofiban (Aggrastat)

Eptifibatide (Integrillin)

Xarelto (Rivaroxaban)

Brilinta (Ticagrelor)

Eliquis (Apixaban)

Lovenox-last 2 doses

VITAMINS/SUPPLEMENTS:14 DAYS

Multivitamins

Vitamin E

Fish Oil

Flaxeed Oil

Ephedra

Green Tea

Ginkgo Biloba

Glucosamine/Chondroitin

Ginseng

Tumeric

Ginger

ASPIRIN PRODUCTS: 14 DAYS

Bayer

Excedrin (Bufferin, Anacin, Alka-Seltzer)

NON-STEROIDAL ANTI-INFLAMMATORIES: 14 DAYS

Ibuprofen (Motrin, Advil, Nuprin)

Naproxen (Naprosyn, Aleve, Anaprox)

Celebrex (Celecoxib)

Voltaren (Diclofenac, Athrotec, Cataflam)

Dolobid (Diflunusal)

Etodolac (Lodine)

Fentoprofen (Ansaid)

Indocin (Indomethacin)

Ketoprofen (Ordis, Oruvail)

Toradol (Ketorolac)

Mobic (Meloxicam, Ponstel)

Nabumetone (Relafen)

Midol

Daypro (Oxaprozin)

Piroxicam (Feldene)

Sulindac (Clinoril)

Tolectin (Tolmetrin)

Colchicine (Colcrys)

DIET MEDICATIONS:14 DAYS

Phentermine, Adipex, Qsymia, Suprenza, Contrave-72 hours, Revia-72 hours

Medication Tip Sheet

SGLT -2VS. GLP -1 Medication Hold Recommendations

SGLT-2 medications-

- *Policy 143-07 Pre-operative Guidelines*
 - Must be stopped **3 days prior to surgery**. Patient to call diabetic care provider for additional instructions for managing diabetes prior to surgery. This applies to all surgical and endoscopy cases. Call anesthesia if not stopped; then call surgeon
- Medications:
 - Canagliflozin (Invokana)
 - Dapagliflozin (Faxiga)
 - Empagliflozin (Jardiance)
 - Ertugliflozin (Steglatro)
 - Bexagliflozin (Brenzavvy)
 - Glyxambi (Empagliflozin-Linagliptin)
 - Synjardy (Empagliflozin-Metformin)
 - Xigduo XR (Dapagliflozin-Metformin)

GLP- 1 medications-

- *Policy 143-07 Pre-operative Guidelines-*
 - Hold GLP- agonists on the **day of the procedure/surgery** for patients who take the medication **daily**
 - Hold GLP-1 agonists a **week prior to the procedure/surgery** for patients who take the medication **weekly**
 - Patients should consult with their endocrinologist and/or PCP for guidance for diabetes management to help control their condition and prevent hyperglycemia.
- Medications:
 - Adlyxin (Lixisenatide)
 - Victoza (Liraglutide)
 - Saxenda (Liraglutide)
 - Rybelsus (Semaglutide)
 - Byetta (Exenatide)
 - Bydureon (Exenatide)
 - Ozempic (Semaglutide)
 - Trulicity (Dulaglutide)
 - Wegovy (Semaglutide)
 - Tanzeum (Albiglutide)
 - Mounjaro (Tirzepatide)