



East Bay

Foot & Ankle Surgery

Packet

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Phone Numbers You May Need

SURGEON'S SURGERY SCHEDULER

510-752-7893

For assistance from your surgeon and to cancel surgery.

PODIATRIC SURGERY DEPARTMENT PATIENT SUPPORT LINE

510-752-1155

For urgent post-surgical questions during regular office hours,
Monday - Friday, 8:30 a.m. - 4:30 p.m.

For emergencies go to the nearest Emergency Room or dial 911.

CENTRAL ADVICE CALL CENTER

510-752-1190

The advice center is available 7 days a week, 24 hours a day.

The advice nurse can assist you with urgent questions after regular work hours,
evenings, weekends, and holidays.

KAISER PERMANENTE OAKLAND HOSPITAL BUSINESS OFFICE

510-752-6110

For questions related to out of pocket costs of care.

KAISER PERMANENTE MEMBER SERVICES

1-800-464-4000

For questions regarding health plan coverage (of items such as walkers, raised toilet seats, etc.),
deductibles, and copays.

Surgery Date and Procedure

You have been scheduled for surgery with Dr. _____

Patient Name: _____ Patient MRN: _____

Surgery Date: _____ Procedure: _____

Facility: ☐ RICHMOND ☐ OAKLAND

☐ **PREOPERATIVE APPOINTMENT** with the Preoperative Medicine Clinic

*** If required, all lab tests must be done prior to phone appointment ***

Date: _____ Time: _____ Location: _____

- Go to any Kaiser Permanente facility laboratory before your phone appointment to complete any ordered lab tests. **Pregnancy tests must be done within seven (7) days of your surgery.**
- It is recommended to be in a private location if you are scheduled for a telephone visit, as you will be discussing your personal health information.
- Make a complete list of the medications you are currently taking. Include any over-the-counter medications. Have this list available to discuss at your telephone appointment.
- You will meet the anesthesiologist on the day of your procedure.

☐ **ARRIVAL TIME APPOINTMENT** with the **Preoperative Nurse**

Date: _____ Time: _____

- This telephone appointment is to confirm your arrival time for the day of surgery as well as review instructions on what to do prior. Arrival times are not given any sooner than the scheduled appointment above.

☐ **PREOPERATIVE APPOINTMENT** in the Department of Podiatric Surgery

Date: _____ Time: _____ Location: _____

- This appointment occurs over the phone or in person for you to discuss your upcoming surgery with your surgeon and address any questions or concerns you may have.

☐ **POSTOPERATIVE APPOINTMENT** in the Department of Podiatric Surgery

Date: _____ Time: _____

Date: _____ Time: _____

If you have any questions, you may contact the Podiatric surgery scheduler.

Business card is enclosed in the packet.

Medical Secretaries

Medical Secretaries Contact Information:

For work related issues, including disability and FMLA, please contact Medical Secretaries.

Hand deliver: Oakland Medical Secretaries Offices

3701 Broadway, 5th Floor
Oakland, CA 94611

Phone number: **510-752-6026**

Fax number: 1-877-886-8438

Office Hours: 8:30 a.m. – 4:45 p.m.

Office is open during lunch 12:30 – 1:30. Closed Weekends and Holidays

Mailing address: Kaiser Permanente Oakland Medical Center

3600 Broadway
Oakland, CA 94611
ATTENTION: SCANNING CENTER

Phone number: **510-752-6026**

Fax number: 510-752-7483

Email: oak.roi@kp.org

Checklist

NIGHT BEFORE SURGERY

☐ Pack For The Hospital

Prepare items you anticipate needing in the hospital. Arrange, if possible, for these items to be delivered to your hospital room later in the day of your surgery, or the next morning. Remember to leave your jewelry, contact lenses, and valuables (including all but remaining copay amount) at home.

☐ When Should I Stop Eating or Drinking Night Before Surgery?

Clear liquids (water, clear juices, plain tea without milk, or milk substitute, black coffee without milk, or milk substitute) are encouraged up until 2 hours before your scheduled ARRIVAL time. Regular food, gum, candies, and other non-food items are allowed up until 8 hours before your scheduled arrival time.

☐ Anticipate the Problem of Post-op Constipation

Narcotic pain medications that you will rely on for pain management after surgery will constipate you. It makes sense to eat foods high in fiber a day or two before surgery so your bowels are soft. Try to move your bowels the night before surgery or the morning of surgery before your final shower.

☐ Prepare a List of Your Medications

Please prepare a list of your current medications and bring the list to the hospital with you the morning of surgery. This will help your surgeon order all the medications you need.

Non Weightbearing

Methods of Maintaining Non Weightbearing

- Crutches – can be picked up from Podiatric department cast room with an order from surgeon.
- Walker or Wheelchair – can be ordered by the physician, and if approved, it can be delivered to your home.
- Knee Scooter – not a covered benefit. Places to get a knee scooter:
You can buy them at Amazon or Craigslist online.
You can also rent or buy them at the Leg Up Store located in Alameda, CA
(www.ALegUp.net) or at the All Start Medical Supply Store located in Walnut Creek, CA
(allstartmedicalsupply.com)

Notice of Your Financial Responsibility

Dear Health Plan Member:

Your Kaiser Foundation Health Plan coverage includes a deductible, copayment, and/or coinsurance for hospital services. Your payment is due at the time your care begins. We accept cash, check, debit card, American Express, Discover, MasterCard, and Visa.

If you wish to make an advance payment by credit card, please call the Admitting Department at 510-752-6663.

For Specific information about your benefits, please see your Evidence of Coverage, visit your local Member Services Department, or call Member Services Call Center:

1-800-464-4000 (English)

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese dialects)

1-800-777-1370 (TTY)

Call Center representatives are available to assist you from 7 a.m. to 7 p.m. on weekdays and 7 a.m. to 3 p.m. on weekends. The Call Center is closed on holidays.

Kaiser Permanente Senior Advantage and Medicare Cost Members may contact 1-800-443-0815 for assistance.

Kaiser Permanente Deductible Products members may contact 1-800-390-3507 for assistance.

Thank you for choosing Kaiser Permanente for being your Health Care Provider.

Surgery Cancellation Protocol

Dear Health Plan Member

We understand that circumstances can occur that necessitate canceling or rescheduling your foot/ankle surgery. If you must cancel or reschedule your surgery date, please notify Podiatric surgery scheduler at 510-752-7893. This should be done as soon as possible, and no later than two weeks before your surgery date.

To allow timely surgical scheduling of all of our members, we have the following cancellation protocol:

After two cancellations or reschedules, we will remove your name from the surgery waitlist for future surgery dates.

When you determine you are able to undergo your foot/ankle surgery, please notify your Podiatric surgeon's surgery scheduler.

Thank you for choosing Kaiser Permanente,
Podiatric Surgery East Bay to be your care specialist.

Sincerely,

The Podiatric Surgery Department Chief and Management
510-752-1155

Notes

Notes

