

OPAC Frequently Asked Questions:

Which preoperative patients are required to be seen at the OPAC?

- Any patient who meets the criteria using the OPAC Screening Tool or the Preoperative Testing Guidelines.
- All ASA 3 and 4 patients
- Any patient the surgeon feels would benefit from preoperative optimization services offered at the OPAC.
- If the patient meets the criteria and the surgery location is the Ross Heart Hospital, University Hospital, James Cancer Hospital or the Outpatient Surgery Centers.
- OPAC currently does not see University Hospital East patients. The OPAC also does not currently see patients who are having their surgeries outside of the OSU Medical Center system.

Do patients need to be NPO (nothing to eat or drink after midnight) prior to their appointment?

- No, please instruct your patients to eat and drink normally and take their normal medications prior to their visit
- If your patient has other diagnostic tests scheduled for the same day, he or she may need to be NPO for those.
- Please give your patients the OPAC patient education information sheet and map to the OPAC and instruct them on the purpose of the OPAC visit, including date and time of visit and the time required to complete the visit. The OPAC will attempt to call the patient via Televox to remind them of their appointment.

Does OPAC take same-day appointment add-ons?

- Yes. Same-day appointment requests are triaged by OPAC Anesthesia faculty. Call the OPAC at 614-366-7500 and choose the OPAC receptionist option for same-day add-on requests. Referring physicians will have an opportunity to speak with the attending anesthesiologist of the day.

Do you keep open appointments and do patients usually have a long wait?

- The average patient wait without an appointment varies according to the number of patients who have existing appointments at the OPAC at the same time as your requested add-on.
- OPAC Anesthesia and Internal Medicine faculty make every attempt to see all same day add-ons.
- If the patient travels from outside a 60-mile radius of the Medical Center campus and the surgery is likely to be scheduled within 30 days, please call Central Scheduling at 293-2300 to schedule an OPAC appointment for the same day as the surgeon's clinic visit.

Note: Patients will appreciate the effort to avoid multiple repeat trips to prepare for surgery.

Same-day appointment requests are triaged by OPAC Anesthesia faculty. Call the OPAC and press the option for the front desk for same-day add-on requests.

Patient appointments are from 7:30 a.m. until 3:00 p.m., Monday – Friday.

The average OPAC appointment takes 1.5 hours. The patient will have a preoperative history and physical (H&P), medication reconciliation preoperative testing that may include EKGs, lab work, chest X-rays, consults and cardiology referrals. The patient will also receive preoperative instruction and teaching by a registered nurse.

The OPAC can help customize the scheduling of your OPAC appointments. Call the OPAC Nurse Manager at 614-366-3320 to discuss options for scheduling your patients.

Can surgeons enter IHIS preoperative orders to be completed at the OPAC?

- **Yes.** When orders are entered prior to the patient's OPAC appointment, those orders will be completed in addition to any other testing that may be ordered by OPAC.
- The surgeon may provide orders by fax to 614-366-7560 if not utilizing our IHIS electronic medical record.

Please note: To prevent your patient's case from being delayed or canceled while waiting on preoperative orders to be completed the morning of surgery, OPAC strongly recommends that all preoperative orders be completed prior to the day of surgery.

What if the surgeon or the patient has customer service issues with OPAC?

- OPAC patients currently rate their overall satisfaction of their OPAC visit at 97.7 percent. OPAC strives to provide 100 percent customer satisfaction. All customer service issues should be shared with OPAC Medical Director Barbara Rogers, MD, or Dawn Bachert, Nurse Manager by calling 614-366-3320.

The surgeon's office sends preoperative orders and surgical consent prior to the patient's appointment. How does OPAC handle these documents?

- OPAC scans completed documentation related to preoperative medical decision making or patient preoperative care into the OSUMC electronic medical record that can be viewed in IHIS . If the referring office sends their preoperative documents to MIM for scanning, please be sure they are sent in time. MIM is committed to having the pre-op records scanned into the electronic medical record by 24 – 48 hours prior to the OPAC appointment.

What patient education opportunities does OPAC offer?

- Smoking cessation
- Medication reconciliation and management
- Patient specific pre-op instructions
- Bathing with CHG soap
- OSA education
- Avoidance of surgical site infection
- Blood administration

How does OPAC manage patients on anticoagulants or antithrombotic medications?

- The physician ordering the anticoagulation therapy is contacted and the instructions provided by the managing physician are documented in the OPAC anesthesia record and scanned in the electronic medical record. Instructions are given in collaboration with the surgeon, cardiologist or PCP as per our clinical practice guidelines

Is an H&P expected from the surgeon's office in addition to the OPAC H&P?

- Yes, the OPAC preoperative H&P does not replace the need for the surgeon to do the surgical H&P. The surgeon may do a focused H&P (described in the Medical Staff Rules and

Regulations pages 13 and 14). However, this focused H&P may not meet the patient's medical requirements for the work done in OPAC or The Joint Commission requirements for the surgical H&P required the day of surgery.

Does OPAC bill patients for the preoperative assessment encounter?

- Yes, the OPAC is part of General Internal Medicine department and patients are billed as new patient preoperative consults.
- In addition and as with any other OSU Medical Center testing site, the patient or the patient's insurance company receive a bill for the technical services. If performed at the OPAC, the patient or the patient's insurance company will be billed for services such as, blood draws, lab work, EKGs, chest X-rays and pulse oximetry.