

ERCP (Endoscopic Retrograde Cholangiopancreatography) Prep Instructions

Please call the office located on 3 Green in the Guthrie Clinic at (570) 887-2852 **immediately** if you have had gastric bypass or Roux-En-Y surgery. Or if you need to cancel or reschedule your appointment.

Important Information:

- Please be aware that you will be receiving sedation for your procedure; this will limit what you can do after your procedure until the following day.
- **You must have a driver 18 years of age or older with a valid driver's license for this procedure.**
- You may not take public transportation unless accompanied by someone 18 years or older.
- If someone is picking you up, we must be able to contact them by **phone** to confirm this **before** your procedure. We will not continue with your procedure until we confirm with your driver by talking to them.
- Please leave all valuables at home. However, please wear hearing aids (if needed) and comfortable, loose fitting clothing.
- The use of cell phones and tablets are not allowed after you are brought into the patient care area for your procedure and must be turned off until after discharge. This is for the privacy of all our patients.

Medication and Supplement Information for your upcoming procedure:

Please stop the following **5 DAYS** before your procedure:

- **Blood Thinners – Aggrenox, Arixtra, Brilinta, Effient, Eliquis, Plavix, Pletal, Pradaxa, Ticlid, Xarelto, or any blood thinner (anticoagulant) or anti-platelet drug: Most patients need to stop taking these 5 days prior to procedure. Please speak with your physician who orders this medication before stopping.**
- Please note that **Aspirin or NSAID'S** such as Advil, Ibuprofen, Aleve do **NOT** need to be stopped prior to your procedure.

What to do about your Coumadin:

- **Coumadin (Warfarin):** If you use a blood thinner named Coumadin, Warfarin, or Jantoven you will need special instructions about stopping this drug before the procedure. **The timing of this is very important!**
 - If you are followed by the Coumadin Clinic, please contact the Sayre Coumadin Clinic at 1-570-887-2200 for instructions before stopping, to see if they prefer that you use an alternative anticoagulant.
 - If you are NOT followed by the Coumadin Clinic, please contact your prescribing physician for instructions.

Diabetic Instructions

If you take a pill to lower your sugar, **do not** take it on the **day of your** procedure.

If you are taking **regular Insulin® or NPH**, **do not** take it on the **day of your** procedure.

If you are taking any other insulin preparation such as Lantus, Humalog, or 70/30 insulin: It is recommended you take a $\frac{1}{2}$ **dose the evening prior to your procedure** and **no dose the day of your procedure**.

We recommend you have products with and without sugar on hand at home to keep your blood glucose in balance during the preparation period.

You cannot have anything to eat or drink after midnight the night before your procedure.

On the day of your procedure:

- You may brush your teeth.
- You may take your medications (including pain medications, anti-anxiety medications, and blood pressure medications) with a **small sip of water** in the morning prior to your procedure **except** blood thinners. (See below)
- **Please do not take blood thinners the day of your procedure.**
- **Inhalers:** Take as prescribed if needed in the morning. You may bring your inhaler with you to your appointment if you feel you may need it after discharge.
- Please bring with you a list of your current medications, your insurance card, and your Photo ID.
- If you have an ileostomy or colostomy: bring an extra appliance/colostomy supplies with you.
- You should plan on being at our facility for a minimum of **4-6 hours** for your appointment. Please plan accordingly, **as delays may occur**.

Thank you for choosing Guthrie!

ALL ENDOSCOPY PATIENTS MUST HAVE A DESIGNATED DRIVER

At Guthrie, we care about the safety of our patients. Due to sedation medications used for endoscopy procedures, it is unlawful to drive until the following day after a procedure, and is considered driving under the influence of drugs (DUI), a punishable offense. It is required that all endoscopy patients have a designated driver (18 years or older) available to drive the patient home after their procedure.

If you have any questions or concerns, please contact the office at 570-887-2852



Insurance Information for Colonoscopy Patients

Under the Affordable Care Act, several preventive services such as colonoscopies are covered at no cost to the patient. Guidelines are now available about which colonoscopies are defined as a preventive service (screening).

Guthrie has created this document to sort through some of the confusion. Here is what you need to know about colonoscopies that are considered preventative:

Colonoscopy Categories

Preventive Colonoscopy Screening (CPT® 45378, G0121)

Patient is asymptomatic (no gastrointestinal symptoms either past or present); is 50 years of age or over; has no personal or family history of gastrointestinal disease, colon polyps and/or cancer. The patient has not undergone a colonoscopy within the last 10 years.

Diagnostic/therapeutic colonoscopy (CPT® 45378)

Patient has gastrointestinal symptoms such as change in bowel habits, diarrhea, constipation, rectal bleeding or gastrointestinal disease.

Surveillance/ High Risk Screening Colonoscopy (CPT® 45378, G0105)

Patient is asymptomatic (no gastrointestinal symptoms either past or present); has a personal history of gastrointestinal disease, colon polyps and/or cancer. Patients in this category may undergo colonoscopy surveillance at shortened intervals (e.g. every 2-5 years).

If a screening colonoscopy results in the biopsy or removal of a lesion or growth during the procedure, the procedure is then considered diagnostic and you may have to pay a coinsurance or copayment.

We recommend that our patients contact their insurance carrier to verify colonoscopy coverage. Your insurance plan may not consider surveillance colonoscopies as a screening benefit. The correct coding of a procedure is driven by your medical history and the physician's documentation. It is not appropriate to change coding to enhance insurance benefit coverage.

Thank you for choosing Guthrie for your healthcare needs. While you are here, our team will do our best to make your visit a comfortable one. At Guthrie, we strive to make the patient and visitor experience as stress-free and comfortable as possible.

Learn more about preparing for a hospital stay, billing and financial services, and support programs by visiting Guthrie.org.





Patient Billing Information

Important information to help you understand The Guthrie Clinic bill and our billing practices.

At Guthrie We Believe...

In who we are and the values that continue to shape us as an organization.

- *Patient-centeredness*
- *Teamwork*
- *Excellence*

Your Responsibilities

Guthrie asks that you provide us with complete health insurance information upon arrival for your appointment. Please present all insurance cards and any referral/authorization forms when you arrive for your appointment. Your personal information and insurance will be verified at every visit. We will ask you to authorize release of information and/or assign insurance benefits to the provider.

Please comply with the requirements of your health plan by understanding your benefits, obtaining proper authorizations for services, submitting referral or claim forms or completing a coordination of benefits form as your health plan may require. If your health plan requires a referral or pre-authorization, please bring it with you or be sure to confirm that your physician has faxed it to the provider prior to your arrival. While we will attempt to provide all information and paperwork to your health plans, sometimes they require a response from you to resolve issues related to your account or insurance coverage. If your health plan has not made payment within a reasonable period of time (usually 60 days after billing) and has not responded to our attempts to resolve payment matters on your behalf, the balance owed may become your responsibility.

Please call us if you have any questions or concerns about a bill. You can reach us by calling the number listed on the bill you are inquiring about. Your physician may order tests or procedures that your health plan does not cover. In these cases, check your health plan policy handbook or call the telephone number on your insurance card for more information.

Please pay your bill in full upon receipt of your statement. Payment for your bill is ultimately your responsibility. You will be asked to pay at the time of service for any co-payment, deductible, a deposit towards your out of pocket costs or other self pay amount due including amounts associated with high deductible / Health Savings Account Plans. For your convenience, we accept cash, VISA, MasterCard, Discover and travelers checks. If you are not able to pay in full, we would be glad to tell you about our financial assistance programs, including payment arrangements, by calling 800-836-9990 or 570-887-2600.

Sign up for eGuthrie

Your health is important to you around the clock-not just during office hours. That's why Guthrie offers eGuthrie – your internet connection to your doctor's office. You can request appointments, request prescription renewals, review your health history and more-online, any time! Sign up today at e.Guthrie.org



Estimated Fee Requests

You may request an estimate of fees for non-emergent services. Please notify your provider's office or contact the business office for a written estimate of services.

Frequently Asked Questions

How do I know if my Guthrie provider/doctor is contracted with my health plan?

To receive full insurance benefits, some health plans require patients to receive services from "in-network" or "participating" providers. Please call your health plan to verify its requirements and to be sure your doctor is in the network.

Can I still see my Guthrie provider/doctor if he/she is out-of-network?

In an emergency, go to the closest emergency room facility. Your health plan will generally cover these costs or transfer you to an "in-network" provider. If you elect to go to an "out of network" provider in a non-emergency you may be required to pay a larger deductible or a greater portion of your bill. Be sure you understand your "out-of-network" options with your health plan.

How can I be sure my health plan will pay my provider/doctor bills?

Some health plans require pre-certification for certain services or notification within a certain period of time for an emergency. If your visit is not an emergency, we encourage you to review the insurance benefit documents your health plan and/or employer has provided to you. For elective procedures you should talk to your doctor's office and your health plan about coverage. Please discuss any insurance eligibility or payment concerns at the time of registration. Patient Representatives are available to assist you with any concerns you may have about payment for non-covered services or balances after insurance for services rendered.

Why am I received more than one bill for my Guthrie services?

Depending on the services provided, you may receive several different bills. For services after February 11, 2017, The Guthrie Clinic will send you one statement that will include your physicians and hospital services. You may also receive separate physician and hospital statements on balances due for services prior to February 11, 2017 until those balances are paid in full.

How Can We Help You

The Guthrie Clinic will bill your health plan, on your behalf, for payment of services. If you have more than one health plan, we will bill additional carriers. If The Guthrie Clinic does not have a contractual agreement with your insurance, a courtesy claim will be filed. You will be responsible for any amounts not paid directly to The Guthrie Clinic by your health plan.

The Guthrie Clinic will send you an easy-to-read billing statement on a monthly basis. Charges and payments will be itemized on your statement after your insurance has processed for any remaining balance due. Occasionally, a health plan will make payment directly to you. You are responsible for these balances. Your health plan will send you an "Explanation of Benefits" notice which provides the amount paid by the insurance



plan, any non-covered or denied amounts and the remaining balance that you owe. Please review this carefully and call your health plan or us immediately if you have any questions or concerns.

You will have access to a patient representative to answer billing questions or to assist you with payment issues. We can assist you with questions about charges for services, payment options and applying for financial assistance programs.

You will be treated with dignity and respect. At Guthrie, all patients will be treated with dignity and respect, regardless of their ability to pay.

Financial Assistance

If you do not have health insurance, or worry that you may not be able to pay for part, or all of your care, we may be able to help. Guthrie provides financial aid to patients based on income, assets, and financial need. We may also be able to help you obtain free or low-cost health insurance or work with you to arrange a manageable payment plan.

Federal and state laws require hospitals/clinics to seek payment for care provided. This means we could ultimately turn unpaid bills over to a collection agency, which could affect your credit status. Therefore, it is important that you let us know if there may be a problem paying your bill.

How to Contact Us

Our Patient Representatives are available to assist you with any questions you may have for services billed to you at many of our locations. Our staff can also discuss with you how payment can be made and if alternative payment options exist. We strive to be sensitive to your health and financial needs while helping you meet your financial responsibilities.

Location: The Guthrie Clinic in Sayre 1st floor, Clinic Atrium Lobby

Business hours: Monday-Friday 8 A.M. to 5 P.M.

For billing questions:

800-836-9990 or 570-887-2600

Fax: 570-887-2677

www.Guthrie.org/content/payment