

Sterling Surgical Center

303 Sterling Drive Orchard Park, NY 14127

Phone: 716-712-0600 Fax: 716-712-0601

Website: <https://www.chsbuffalo.org/locations/sterling-surgical-center>

Servicing Hours:

Monday through Friday: 6a.m – 5p.m Saturday: 6a.m – 1p.m

Services:

To ensure early detection, prevention and the most effective treatment of a variety of diseases—many of which could be life-threatening, as in the case of cancer—Sterling Surgical Center specializes in performing several important gastrointestinal diagnostic tests, such as colonoscopies, EGDs, and flexible sigmoidoscopies.

Scheduling your procedure:

Please plan to be with us from 2-4 hours on the day of your procedure.

Your physician's office has scheduled your procedure. The office staff will let you know if pre-procedural testing is required prior to your scheduled procedure. You may be required to have a COVID test prior to your procedure. If you need to cancel or change your appointment please call your physician's office as soon as possible.

Preadmission: Direct Phone Number: 716-671-9880

A member of our staff will conduct a telephone interview with you to obtain your healthcare information. This assessment includes a list of medications you take (strength, reason, dose and frequency), allergies, and your medical/surgical history. This information is *very* important and must be completed prior to your procedure. It assists us in developing a plan of care for you.

Some patients may require preadmission testing, which may include blood tests and an Electrocardiogram (EKG, ECG) and/or an Anesthesia Evaluation. If you have chronic medical problems, and are cared for by a Specialist, you may need to obtain a clearance from that Physician prior to your procedure. A member of our staff will conduct a telephone interview with you to obtain your healthcare information. ***Please let our staff know if you have a Latex Allergy, have had problems with nausea and vomiting after surgery, or if you, or a member of your family have had problems with Anesthesia.***

All patients require a recent History & Physical exam. You may be directed to contact your primary Physician's office for this exam.

Day of your Procedure:

Please check in at our registration desk. Our Receptionist will verify your personal information (Identification and Insurance card) at this time, and, if indicated, collect your co-payment. If you are vaccinated please bring your Covid vaccinate record with you. One of our Nursing staff will escort you to the Interview/Pre Procedure area. Please be aware that due to COVID-19, family members will be asked to remain outside. For some patients, however, it may be required to have the assistance of a family member during their visit.

Visitors:

Our center is following a No visitor policy at this time. Please arrange for a responsible adult to drive you to and from the Center. We ask that you provide a working phone number for your driver to be called when ready for pickup. ***Your responsible driver must remain outside. They may leave the parking lot. Our staff will call them when you are ready to be picked up.**

Transportation:

Our transportation policy is for your safety. A patient who requires sedation for a procedure will not be allowed to drive him or herself home. You must arrange for a responsible adult to drive you to and from the Center.

General Preoperative Instructions:

- You should alert your physician's office to any recent changes in your health such as cold, flu, elevated temperature or exposure to communicable diseases in the days prior to your procedure.
- You should follow all the instructions you were given by your physician's office. It is very important to follow preparation instructions.
- Please follow the NPO (nothing by mouth) directions you were given. It is very important that you adhere to these food and fluid restrictions.

Discharge Instructions:

After your procedure, you will be taken to the recovery area, where your progress will be closely monitored by our medical staff. The time will vary according to the type of procedure and the type of anesthesia given. Our nursing staff will review your discharge instructions with you and your responsible adult. If you received sedation you may feel somewhat sleepy, or dizzy, from receiving the medication, this is common. When you arrive home you should have a responsible adult remain with you for assistance. Follow your doctor's instructions and notify him or her in the event of any difficulty.

If you should experience any postoperative problems, you will be directed to call your physicians office. If you feel it is an emergency situation, please go to the nearest emergency room or dial 911.

Independent Health Patients: we are committed to offering you the highest level of care at the Sterling Surgical Center. We offer anesthesia (deep sedation) administered by Certified Registered Nurse Anesthetists' (CRNA's) for your procedure. Beginning August 1, 2019, certain patients with Independent Health may not qualify for deep sedation. You will be evaluated by your physician to determine what level of sedation we think will be covered by your insurance company. Should you decide to choose deep sedation, even if IHA feels it is not necessary, we will discuss your options after you have been evaluated by your physician

Follow-up:

Our staff will be calling you after your procedure to check on your condition. You are welcome to ask any questions that you may have pertaining to your recent visit.

Insurance and Financial Agreements:

Please bring all insurance cards on your visit to the center. Please remember to bring photo ID. If your insurance requires a co-payment please be prepared to make this payment on the day of your procedure.

Please remember that your insurance company determines your copayment amount. For your convenience we accept cash, personal checks, all major credit cards. The fee for our facility includes use of the center, nursing services, medications and supplies. The professional services of the physician, anesthesia staff, laboratories or pathologists, are billed separately by those providers. If you have any questions, please contact our Billing Manager at 716-712-0600, option #2.

Patient Satisfaction:

You may be asked to complete a Patient Satisfaction Survey; These are conducted on a regular basis to ensure that we are meeting our patients expectations. We are very interested in your evaluation of our facility and your experience. We would appreciate you taking time to complete the questionnaire, as it will assist us in continuing to provide the best possible care for our patients. Our survey is also available on our website: <https://www.chsbuffalo.org/locations/sterling-surgical-center>

If at any time you feel that any area of our service needs improvement or attention, or if our service exceeded your expectations please contact our Administrator, Stephanie Melski Haux at 716-681-9881 or smelskihaux@chsbuffalo.com

Directions from Buffalo:

Take exit 54-61 to merge onto I-90 W toward Erie
Keep right at the fork to continue on US-219 S, follow signs for Orchard Park/Springville
Keep right to stay on US-219 S
Take the NY-179 E/Mile Strip Road E exit
Merge onto NY-179 E
Turn left onto Sterling Dr, Turn right (third driveway)

Directions from the South:

Head north on US-219 N
Take the NY-179 E/Milestrip Road E exit
Turn right onto NY-179 E
Turn left onto Sterling Dr. Turn right (third driveway)



Sterling Surgical Center is NYS Licensed, Medicare Certified and Accredited by the Joint Commission. Our certificate is a symbol of our commitment to providing high quality healthcare.