

UAB Callahan Eye Hospital



PATIENT & VISITOR GUIDE

UAB MEDICINE

CALLAHAN EYE HOSPITAL

Knowledge that will change your world

WELCOME

Welcome to UAB Callahan Eye Hospital, and thank you for selecting us to serve your vision care needs. For the past 50 years, we have been changing lives by improving and restoring eyesight of our patients. Our goal is to provide compassionate care while focusing on your individual eye care needs.

This Patient & Visitor Guide provides important information about your surgery at UAB Callahan Eye Hospital. Please bring this guide with you on the day of your surgery, and let our staff know if you have any questions.

With exceptional health care professionals, surgery suites, and state-of-the-art equipment, the hospital is designed to offer excellence in surgical eye care. If you have any questions, please give us a call at (205) 325-8100. Again, thank you for choosing UAB Callahan Eye Hospital.



A handwritten signature in black ink, appearing to read 'C. Brian Spraberry'.

C. Brian Spraberry
President and CEO,
UAB Callahan Eye Hospital

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THE MISSION OF UAB CALLAHAN EYE HOSPITAL IS TO:

- Provide a continuum of vision care services of the highest quality, delivered by highly skilled professionals.
- Offer the most advanced clinical practice, treatments, and technology while supporting education and research.
- Deliver compassionate care to meet the changing needs and expectations of our patients and community.



WHY UAB CALLAHAN EYE HOSPITAL?

For 50 years, UAB Callahan Eye Hospital has been recognized nationally and internationally for treating eye trauma, providing outstanding and innovative patient care, and for its important research into eye disease. Our outstanding services and accomplishments include:

- One of the few facilities in the world entirely dedicated to advancements in ophthalmology
- One of the busiest eye centers in the nation
- One of only three Level 1 Ocular Trauma Centers in the U.S. with a 24/7 eye emergency department
- The only dedicated facility in Alabama specializing in diagnosis and treatment of the eye
- Nine operating rooms devoted to the eye which support over 11,000 surgeries annually
- Award-winning patient care, having earned prestigious Press Ganey awards in 2010, 2011, and 2013.
- Named in 2013 as one of the “100 Great Places to Work in Healthcare” by *Becker’s Hospital Review*
- UAB Callahan Eye Hospital is a major eye treatment, research, and education center that has pioneered surgical instrumentation, devices, and procedures that are used by ophthalmologists all over the world.

BEFORE YOUR SURGERY

Communication from the Hospital

■ ADMISSIONS

Before the day of your procedure, our admissions staff may call you to verify your personal information for registration and billing purposes. They will inform you of any co-pays or deductibles currently due.

■ PRE-ASSESSMENT

You may receive a call from one of our pre-assessment nurses to obtain information about your medical history and medications. Please have the following information available to discuss with the nurse:

- All current medications (you'll need to read the label to the nurse)
- Your medical history
- Names and phone numbers of your current doctors

If you do not receive an Admissions and/or Pre-Assessment call, this information will be obtained once you arrive for your surgery.

■ ARRIVAL TIME NOTIFICATION

The day before your surgery, you will receive a phone call from our automated system informing you of your scheduled arrival time and asking you to confirm your appointment. The automated system will leave

a voicemail message if you do not answer the phone at the time of the call. If you do not receive a phone call prior to 2:00 p.m. the day before your surgery, please call our Admissions Office at (205) 325-8610. After 4:30 p.m. or on weekends, please call (205) 325-8100. Your arrival time is not the scheduled time of your surgery.

Canceling a Procedure

If you need to cancel your surgical procedure for any reason, please call our Admissions Office at (205) 325-8610. After notifying UAB Callahan Eye Hospital, you also need to call your physician's office to inform them of your canceled appointment. The physician's office will assist you in rescheduling your eye surgery.





BILLING INFORMATION

UAB Callahan Eye Hospital is committed to providing you with superior service and compassionate care. It is important to us that you have the information you need to understand how your service will be billed and the payment policies we are required to follow by Medicare or your insurance plan. Your expectations are important, please be sure to ask any questions before you arrive or while you are here. We are here to help.

UAB Callahan Eye Hospital is a hospital-based outpatient facility. Your financial responsibility, including co-pays, deductibles, and co-insurance may differ for services provided in this setting from those provided in your physician's office. Moreover, many insurance plans differ in the amounts they reimburse based on the coverage provided through your insurance plan. For example, you and your physician may agree on services or supplies not covered by your insurance, such as a premium lens or certain cosmetic procedures. Please be aware that some or all of these non-covered procedures and supplies are provided through the hospital and will require payment prior to service.

Another consideration is that you may receive two or more separate bills for services received at UAB Callahan Eye Hospital, including separate professional fees for anesthesia services, aside

from the fees from your surgeon. Each billing area has a customer service team to assist you with questions or concerns you have.

We encourage you to take an active role in understanding your insurance policy and coverage. Since benefits and payments vary by insurance plan, we recommend that you call our Admissions Office at (205) 325-8610 or Patient Accounting at (205) 325-8575 or speak with your physician to discuss any questions or concerns you have regarding your financial responsibility for hospital services to be provided. In addition, we encourage you to call your insurance provider to discuss the specifics of your plan. If you are not covered by insurance, you will be given a cost estimate and access to a financial counselor to work out a plan if you cannot pay in full prior to receiving services.



PREPARING FOR SURGERY

Eating/Drinking Before Surgery

- Do not smoke, chew, or dip any tobacco products past midnight on the night before your surgery. Using tobacco products past midnight may result in your procedure being delayed or canceled.
- Seven hours before your scheduled arrival time is when you should stop consuming liquids and solids.
- Take your morning medications with a sip of water. Do not take any diuretics (water pills) or diabetic medications (insulin, etc.) on the morning of surgery.
- You may brush your teeth and rinse your mouth with water or mouthwash, but do not swallow the toothpaste or mouthwash.

Arranging for Your Escort

You must be accompanied by an adult family member or friend. You will not be registered for surgery unless you have made proper arrangements for an escort prior to discharge. Generally, you will receive anesthetic agents which may impair your ability to drive or make important decisions for 24 hours. We cannot allow you to leave if you are not accompanied by another adult to drive you home.

At UAB Callahan Eye Hospital, we want to ensure that our patients and guests are comfortable. Space is limited in our waiting area and parking deck so please limit the number of family or friends coming with you. Only one person will be able to accompany you to the pre-operative holding area.

AT THE HOSPITAL

Arrival

Upon arrival at UAB Callahan Eye Hospital, please check in at the surgery sign-in desk next to admitting. The receptionist will begin the admitting process and provide you with further instructions. At this time, each patient will receive one free parking pass to exit the parking deck upon discharge.

Know Your Care Team

All hospital staff are required to wear a photo identification badge that displays their name and title. All members of the care team are expected to introduce themselves, explain their role in your care, and what you can expect during your visit. Please ask questions at any time.

Patient Advocates

On admission, you will be given a card with your Patient Advocate's name and contact information. Your Patient Advocate is available to assist you and your family with any issues or concerns during your visit.



AFTER YOUR SURGERY

- You'll be taken to Recovery after your surgery. Recovery time can vary based on the type and length of procedure.
- One family member or friend will be allowed in the Recovery area after you are fully awake.
- The nurse will review your home-care instructions with you and/or your family member or friend prior to discharge.

Providing Feedback

We want to hear from you!

- About one to two days after your surgery, you'll receive a phone call from a member of our anesthesia staff. Our anesthesia team is interested in hearing your feedback regarding your sedation, anesthesia, and patient experience.
- You may also receive a patient satisfaction survey about your experience at UAB Callahan Eye Hospital. We greatly appreciate your response – it helps us know what we do well, and what we can do better to improve care.
- If you have any questions, comments, concerns or immediate feedback regarding your visit, please call (205) 325-8678 or email eyefeedback@uabmc.edu.



GIVING BACK

The Gift of Sight

The UAB Callahan Eye Hospital is the only facility in Alabama dedicated to the diagnosis and treatment of the eye and one of the few facilities in the world entirely dedicated to the advancements in ophthalmology. By supporting the UAB Callahan Eye Hospital, you can help fund:

- Patient Care Programs
- Medical Research
- Physician and Nurse Education
- Facility Improvement and Expansion

the **CAMPAIGN** *for* **UAB**

GIVE SOMETHING | CHANGE EVERYTHING

Giving Something, Changes Everything

Every gift can make a difference in helping UAB Callahan Eye Hospital give our patients a new view of life. To make a gift or learn more, please contact our development office at (205) 325-8526 or visit uabmedicine.org/give.

Volunteer

UAB Callahan Eye Hospital has a diverse group of individuals who generously share their time and talents to help with various services. If you are interested in becoming a volunteer, please contact our Volunteer Coordinator at (205) 325-8327.

Patient and Family Advisory Council

The Patient and Family Advisory Council is dedicated to the improvement of quality in patient and family care at UAB Callahan Eye Hospital. The council is comprised of previous and current patients, families, and hospital staff, and meets regularly to discuss current hospital programs and projects. Patients and their families offer unique perspectives and valuable feedback regarding the standard of care they receive. If you are interested in becoming a member of the UAB Callahan Patient and Family Advisory Council, please contact our Volunteer Coordinator at (205) 325-8327.



FOR YOUR CONVENIENCE

Guest Services

UAB Guest Services is here to make your visit as comfortable as possible and to provide exceptional service. For your convenience, our Guest Services desk is located in the lobby of UAB Callahan Eye Hospital. Our representatives are happy to provide you with information including directions, points of interest, and answer any questions you have about navigating our facility.

Wi-fi and Internet Access

Wireless internet access is available at UAB Callahan Eye Hospital. To access our wireless network:

- Select “uabhs_public” from the list of available wireless networks on your mobile device or computer.
- Once connected, open your web browser. If you are prompted with a security alert, select “Yes” to continue.
- Your web browser will be forwarded to a “Connect” portal page. Click “Accept” to continue. By accepting, you have agreed to the guidelines stated on the web page.
- You should now be online.

Dining Options

- **Café 1720** is located on the 3rd floor of the Callahan Professional Office Building, which is directly connected to the hospital and open Monday-Friday, 7:00 a.m.-2:00 p.m. Café 1720 provides breakfast and lunch items, daily specials, desserts, snacks, and drinks, all served take-out style. Our 3rd floor vending area includes seating with outside views, conveniently located down the hall from the café.
- Located in the lobby for your convenience, the **Café 1720 Snack Cart** offers a smaller selection of food and beverage options.
- **Vending machines** are located on the 2nd and 3rd floors of the Callahan Professional Office Building, which is directly connected to the hospital.
- If you are interested in dining **options outside the hospital**, stop by the Guest Services desk in the lobby for a restaurant list and directions.

ATM

For your convenience, an ATM is located in the lobby of UAB Callahan Eye Hospital.

DAY OF SURGERY CHECKLIST

DO:

- Wear loose, comfortable clothes that are easy to remove
- Wear your dentures or partials as you normally do
- Bring your driver's license or identification card, insurance card, and appropriate payment method for your insurance co-pay
- Bring medications you are currently taking in their original containers
- Have an escort to drive you home
- Bring items that will make you comfortable, such as a jacket or blanket, a book, music with headphones, or electronic devices such as a tablet, smart phone, and charger
- Bring your UAB Callahan Eye Hospital Patient & Visitor Guide

DO NOT:

- Bring valuables such as jewelry, large amounts of cash, or multiple credit cards
- Wear makeup, false eyelashes, or fingernail polish
- Consume solids or liquids (including tube feedings, chewing gum, or mints) 7 hours before your assigned arrival time

MY DISCHARGE PLAN & INSTRUCTIONS

- Do you have someone to drive you home after your procedure?
Name: _____
Phone #: _____
- Is there follow-up care you must do at home?
- Have you been shown how to perform these tasks?
- Are you comfortable performing these tasks?
- When is my follow-up appointment?
Date: _____
Time: _____
Who/Where: _____

* Note to Families and Caregivers: If you plan to assist the patient with care at home, please make plans to be at their hospital bedside to learn about helping your loved one.

Instructions

- What are my discharge instructions?
- Do I have any restrictions and if so, what?
- Who do I call if I have questions?
- What symptoms should I watch for?

Medication list

- Do I understand what medications to take, when, and how much?
- Do I understand what the medications are for?
- If I need any prescriptions, do I have them or have they been sent to my pharmacy?

Follow-Up Appointment with Your Physician

Make sure you talk to your physician's office about your follow-up appointment if it is not already scheduled or indicated on your discharge plan.

DRIVING DIRECTIONS

1720 UNIVERSITY BOULEVARD BIRMINGHAM, AL 35233

From I-65 North:

Exit onto University Boulevard (Exit 259). Continue east through the UAB campus. UAB Callahan Eye Hospital is on the corner of 18th Street and 8th Avenue South/University Boulevard on the left. Our parking deck will be on the left, before the 18th Street intersection. The parking deck entrance is located between UAB Eye Care/UAB School of Optometry and UAB Callahan Eye Hospital and is designated with an overhead sign.

From I-65 South:

Exit onto 4th Avenue South (Exit 259B). Proceed to 18th Street South and turn right. Proceed to 8th Avenue South/University Boulevard and turn right. The entrance to our parking deck will be on the right, located between UAB Callahan Eye Hospital and UAB Eye Care/UAB School of Optometry, and is designated with an overhead sign.

From U.S. 280 West:

Follow Highway 280 West until it merges with Highway 31 North to Birmingham and becomes the Red Mountain Expressway. Proceed north and exit onto University Boulevard. Merge right onto 8th Avenue South/University Boulevard. UAB Callahan Eye Hospital is on the corner of 18th Street and 8th Avenue South/University Boulevard. The entrance to our parking deck will be on the right, located between UAB Callahan Eye Hospital and UAB Eye Care/UAB School of Optometry, and is designated with an overhead sign.

From U.S. 31 North:

Follow Highway 31 through Homewood until it becomes the Red Mountain Expressway. Proceed north and exit onto University Boulevard. Merge right onto 8th Avenue South/University Boulevard. UAB Callahan Eye Hospital is on the corner of 18th Street and 8th Avenue South/University Boulevard. The entrance to our parking deck will be on the right, located between UAB Callahan Eye Hospital and UAB Eye Care/UAB School of Optometry, and is designated with an overhead sign.

From I-20/59 North:

Follow I-20/59 to the junction of I-65. Take I-65 South to 4th Avenue South (Exit 259B). Proceed to 18th Street South and turn right. Proceed to 8th Avenue South/University Boulevard and turn right. The entrance to our parking deck will be on the right, located between UAB Callahan Eye Hospital and UAB Eye Care/UAB School of Optometry and is designated with an overhead sign.

From I-20/59 South:

Follow I-20 to the junction of I-65. Take I-65 South to 4th Avenue South (Exit 259B). Proceed to 18th Street South and turn right. Proceed to 8th Avenue South/University Boulevard and turn right. The entrance to our parking deck will be on the right, located between UAB Callahan Eye Hospital and UAB Eye Care/UAB School of Optometry, and is designated with an overhead sign.

UAB MEDICINE

CALLAHAN EYE HOSPITAL

Knowledge that will change your world

1720 University Boulevard
Birmingham, AL 35233
(205) 325-8100
uabmedicine.org/eye



PARKING INSTRUCTIONS:

Patient Drop-off and Pick-up Area:

Our patient drop-off and pick-up area in the parking deck is located on **Level 1** (red level) for your convenience.

Patients with Limitations:

Handicap parking is located on **Levels 1, 2, 3 and 7** of the parking deck. Other entrances are not handicap accessible.

