



# LeBauer Gastroenterology

## LeBauer Gastroenterology Frequently Asked Questions

### CARE PARTNER

- You will need 1 responsible adult, at least 18 years of age, as your care partner to drive you home after your procedure, as you will be drowsy and unsafe to drive.
- **If this person is not confirmed as present, prior to your procedure, you will be rescheduled for your safety.**
- The total time for your stay is approximately 2-3 hours. **Your care partner must remain on our property during this entire time, keeping their cell phone available for updates.**
  
- **COVID PRECAUTIONS**
- **MASKS** must be worn at all times in our facility.
- Practice social distancing
  
- **WHAT TO WEAR/BRING**
- Wear loose fitting clothing that is easily removed.
- Do not wear any lotions, perfumes or colognes. You may wear deodorant.
- **Leave jewelry and other valuables at home (remove body piercings)**
- Your belongings will be placed under your stretcher.
- **DO NOT BRING Electronic devices (not allowed in our clinical areas)**
- No cell phones, Smart Watches, Fit Bits, etc.
- Bring respiratory inhalers, if you use those types of medications.
  
- **ACTIVITY**
- Your Care Partner should plan to take you directly home after your procedure.
- Plan to take it easy for the rest of the day
- **DO NOT DRIVE**, use heavy machinery or return to work
- **Do not drink ALCOHOL**
- You can resume all normal activity the following day

### CANCELLATION POLICY

We require 2 full business days advance notice for non-emergent cancellations of any procedure. Failure to give this notice may result in a fee:

**\$100** for a single procedure (upper or lower endoscopy)

**\$200** for a double procedure (upper and lower endoscopy)

---

### Reasons Your Endoscopic PROCEDURE MAY BE DELAYED OR CANCELLED:

- If NO designated “**Care Partner**” who can remain with you and drive, you home
- Drinking liquids of any kind in any amount **WITHIN 3 HOURS** of your scheduled procedure or eating **ANY SOLID FOODS** the day of your procedure.

- Recent lung, heart, fever, abnormal blood sugars, or other conditions that the physician determines increases your risk or complications.
- If you have any changes to your current health, have visited the emergency room after your pre-procedure visit with the provider or nurse, or any new cold or flu symptoms contact us prior to your procedure day. Please call 336-547-1745
- \_\_\_\_\_

Please use MYCHART to communicate with GI providers for non-urgent requests or questions. Please allow 48 business hours for a response.

---

## FREQUENTLY ASKED QUESTIONS

### HOW CAN I IMPROVE THE TASTE OF THE PREP?

All the solutions have a salty after taste. You can try any one or all of these suggestions to improve or overcome this taste:

You may use a straw while drinking the prep

- Hold hard candy in your mouth while drinking the solution.
- Chase each glass with swallows of another beverage (juice, Coke, etc.).
- Suck on a Popsicle or sucker while drinking the solution.
- Chew flavored gum while drinking the solution.

### WHAT IF I GET SICK DURING THE PREP?

Stop drinking the solution and wait for 30-45 minutes. Let your system settle down. Try drinking small sips of Coke or other beverage. Begin the solution again, using some of the suggestions above if the flavor is the problem.

### DO I HAVE TO DRINK ALL THE PREP?

Yes. Your procedure may be cancelled if you have not completed all of the prep. In the event that you have tried everything suggested above and still **cannot complete the preparation**, please call us at **336-547-1718**. If it is after hours or on the weekend, the answering service will reach the doctor on call.

### WHEN WILL THE PREP START TO WORK?

Everyone is different in the amount of time that it takes the prep to work. 1-4 hours is average for most people. Stay near the bathroom. Activity is helpful, remain active.

### WHAT TYPES OF SEDATION ARE USED AT THE LEC?

There are two types of sedation. LeBauer Endoscopy uses Deep sedation as our standard. Your provider may determine that an alternative sedation is needed and will discuss that with you at the time of the procedure.

- **Moderate Sedation** is rarely used. If you need this sedation, your doctor will discuss this with you. The two medications used are Versed and Fentanyl.
- **Deep Sedation (Monitored Anesthesia Care)** is achieved using a short acting IV anesthetic (diprivan, Propofol) that promotes relaxation and sleep. This type of sedation is generally more reliable for patients who take certain chronic medications or with certain medical conditions. This medicine is administered by a CRNA (nurse anesthetist) whose services will be billed separately.
- If you have any questions about the type of sedation that will be used for your procedure, your gastroenterologist will be happy to discuss it with you.

### WHY DO I NEED A DRIVER?

The medicines used for your sedation cause delayed reflexes, impair thinking and judgment, and have some amnesic effect, therefore affecting your ability to drive safely. Even though you may feel alright, you are instructed to refrain from driving, operating any type of machinery, making any critical decisions, or signing any legal documents until the following day.

### CAN I WEAR DENTURES OR HEARING AIDES?

Yes, you may wear your dentures OR hearing aids. However, you may be asked to remove them prior to your procedure.

### CAN I WEAR MY CONTACTS?

We advise that you leave your contact lenses at home and wear your glasses instead. If you do wear you lenses, you may be asked to remove them prior to your procedure so please bring a case for them and also a pair of glasses to wear after your procedure.

**IS THE TEST SAFE DURING MY MENSTRUAL PERIOD?**

Yes, your procedure can still be performed.

**WILL THE DOCTOR TALK WITH ME AFTERWARDS?**

Yes, your physician will review the findings, follow-up care instructions, and treatment recommendations with you. This will also be reviewed with your care partner if you have given us permission.

**HOW LONG WILL I BE THERE?**

The whole process takes 2-3 hours. The colonoscopy and upper endoscopy procedures usually take 20-30 minutes each.

**WHAT TO EXPECT AFTER THE PROCEDURE?**

Some feelings of bloating and passage of more gas is normal. You may notice spotting of blood in your stool or on the toilet paper. It may take a few days to re-establish your normal bowel habits following a colonoscopy.

**WHAT CAN I EAT AFTER THE PROCEDURE?**

We do **recommend** a small meal at first, but then you may proceed to your regular diet.

Drink plenty of fluids but avoid alcohol for 24 hours.

**WHAT IF THE WEATHER IS TERRIBLE?**

Please CONTACT OUR OFFICE AT (336) 547-1745 WHEN SEVERE WEATHER IS FORECAST so we may advise you of any delays or closures. WFMY news will broadcast our weather closings and updates. We will make every effort to contact you by phone or MYCHART if the LEC is going to close or have a delayed opening due to weather.

---

**SIGNATURES/CONFIDENTIALITY**

You have signed paperwork which will be entered into your electronic medical record. This attests to the fact that the information above has been reviewed and is understood. Full responsibility of the confidentiality lies with you and/or your care-partner.

---

**YOUR FINANCIAL RESPONSIBILITY**

If you have insurance, you will need to contact your insurance company to verify that you have active coverage and to determine the amount of coverage they will provide. It is important to tell them that you are having the procedure performed at an Ambulatory Surgery Center (ASC). They can tell you what portion of the cost will be your responsibility, usually expressed either as a fixed amount or as a percentage of overall cost. We will also be contacting your insurance company with information about your procedure in order to obtain pre-certification. You must contact your insurance company as well, failure to do so may result in you having to pay a greater portion of the cost or even the total cost of the procedure.

**YOU MAY RECEIVE THE FOLLOWING BILLS**

- The LeBauer Endoscopy Center will bill a facility fee for use of the procedure room, medication and supplies.
- Your LeBauer gastroenterologist will bill a professional fee for performing the procedure.
- If a biopsy is performed, you will receive a bill from Greensboro Pathology for their professional fee and a bill from LeBauer HealthCare for processing the pathology sample.
- If you receive diprivan for sedation during your procedure, you will receive a bill from

Complaints or questions regarding billing, payment by third party payers or payment plans can be directed to the Customer Service Department of Professional Fee Billing Services of the MCHS, 200 E. Northwood Street, Suite 201, Greensboro, NC 27401. Phone inquiries may be made at Cone health 1-855-270-0855, Monday through Friday 8am to 5 p.m., or you may visit the MCHS website at: [www.conehealth.com](http://www.conehealth.com), click on "For Patients", then click "Questions about your bill."

---

## LEBAUER ENDOSCOPY CENTER (LEC)

The LeBauer Endoscopy Center (LEC) is an independent, freestanding Ambulatory Surgery Center (ASC) located on the fourth floor of the Sidney F. LeBauer Medical Center at 520 North Elam Avenue, Greensboro. It is licensed by the State of North Carolina, certified by Medicare and is accredited by AAAHC.

The LeBauer Gastroenterology physicians established the LeBauer Endoscopy Center in 1992. The physicians of LeBauer HealthCare joined the Moses Cone Health System in 1999, and the LEC is now owned by Cone Health. We completed a major renovation in 2006 and the expanded LEC now provides greater privacy and comfort for our patients and their family members. We have invested in state-of-the-art facilities and equipment to ensure that our patients receive the most up to date and best care.

At the LEC, board-certified gastroenterologists perform elective diagnostic and therapeutic endoscopic procedures such as endoscopy and colonoscopy. Hours of operation are from 7:00 a.m. to 5:30 p.m. Monday – Friday. Outside of the posted hours of operation, urgent or emergent care is provided at Wesley Long Community Hospital and Moses H. Cone Memorial Hospital. Our physicians also provide 24-hour emergency coverage. After hours and on weekends, the on-call physician may be reached by calling 336-547-1718. The answering service will take a message and have the physician on call contact you.

### **Rights and Responsibilities as Our Patient**

This center is owned by CONE HEALTH and is governed by the Gastroenterologists of LeBauer Healthcare. You may exercise the following rights without being subjected to discrimination or reprisal.

#### **PATIENT RIGHTS- You have a right to:**

- Considerate, respectful, and safe care that is free from abuse or harassment.
- A discussion of your illness, what we can do about it, and the likely outcome of care.
- Know the names and roles of the people caring for you here.
- Respectful and effective pain management.
- Receive as much information to consent to or refuse a course of treatment or invasive procedure and to actively participate in decisions regarding your medical care.
- Involve your health care proxy or significant others in the decision-making process for medical decisions.
- Reasonable continuity of care and to know in advance the time and location of an appointment as well as the doctor you are seeing.
- Full consideration of personal privacy and confidentiality of your medical information. Your written permission will be obtained prior to releasing any medical information. When we do release your information to others, we ask them to keep them confidential.
- Review your medical record and ask questions unless restricted by law.
- Know of any relationships with other parties that may influence your care.
- Know about rules that affect your care and about charges and payment methods. You have a right to receive and examine an explanation of your bill regardless of the source of payment.
- Receive assistance with the transfer of care from one doctor to another doctor within our practice or to an external doctor not in our practice.
- You have a right to develop a living will or healthcare power of attorney although, since the procedures that we do are not high risk, we will do all that is necessary to stabilize you including CPR if an emergency occurs. EMS will be called, and you will be transferred to the hospital.
- Voice your concerns, complaints, or problems with the care you received by contacting our manager at 336-547-1745 or Nurse Manager at 336-547-1713. If we are unable to satisfactorily address your complaint, you may contact the State Medical Board by

phone at 1-800-253-9653, AAAHC by phone at 1-847-853-6060 or online at [www.aaahc.org](http://www.aaahc.org), or the NC DHSR Complaint Intake Unit by phone at 1-800-624-3004 or 1-919-855-4500, by mail at 2711 Mail Service Center, Raleigh, NC, or online at [www.dhhs.state.nc.us/dhsr/ciu/complaintintake](http://www.dhhs.state.nc.us/dhsr/ciu/complaintintake).

- **PATIENT RESPONSIBILITIES-You agree to:**
- Provide accurate and complete information concerning your symptoms, past history, current health status, and medications including over-the-counter products and dietary supplements.
- Make known whether you clearly comprehend your medical care and what is expected of you in the plan of care.
- Participate in the development of the treatment plan and follow care instructions given to you.
- Follow the treatment plan and care instructions given to you.
- Keep appointments and notify us if you are unable to do so.
- Accept responsibility for your actions if you refuse planned treatment or do not follow your doctor's orders.
- Accept financial responsibility for care received and pay promptly.
- Follow facility policies and procedures.
- Inform my doctor about any living will, medical healthcare power of attorney, or other directive that may affect my medical care.
- Be respectful of all healthcare providers and staff as well as other patients.
- Inform the staff of any discomfort or pain and patient safety issues.
- Share your values, beliefs, and traditions to help the staff provide appropriate care.
- Provide a responsible adult to transport you home and remain with you if you receive sedation medications.

#### **Additional Information for Medicare Patients**

All issues, concerns, or complaints can be reported by contacting our Office Manager or Nurse Manager. If we are unable to address your concerns, you may contact the following for assistance. Medicare Ombudsman [www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)  
NC Ombudsman – Aging and Adult Services 919-855-3400 <http://www.dhhs.state.nc.us/aging>  
Debbie.Brantley@ncmail.net

#### **Advance Directives – Living Will or Health Care Power of Attorney Resources**

For applicable state laws and sample forms for creating a living will or healthcare power of attorney, you may contact one of the following.

- Caring Information Organization at 1-800-658-8898 for English or 1-877-658-8896 for other languages or [www.caringinfo.org](http://www.caringinfo.org)
- NC DHHS Division of Aging and Adult Services at 1-919-855-4557 or [www.dhhs.state.nc.us/aging](http://www.dhhs.state.nc.us/aging) or
- <https://www.nc.gov/agency/aging-and-adult-services-division>
- VA-[https://www.vsb.org/sections/hl/Virginia\\_AD\\_Medical\\_Mental\\_End-of-Life\\_Healthcare\\_short.pdf](https://www.vsb.org/sections/hl/Virginia_AD_Medical_Mental_End-of-Life_Healthcare_short.pdf)
- [https://www.vsb.org/sections/hl/Virginia\\_AD\\_Appoint\\_an\\_Agent\\_only.pdf](https://www.vsb.org/sections/hl/Virginia_AD_Appoint_an_Agent_only.pdf)
- 3. The Carolinas Center at 1-919-459-5380 or 800-662-8859 or [www.cchospice.org](http://www.cchospice.org)

#### **Advance Directive Policy:**

Please be aware that the procedures that we do in this facility are not high risk and that in an emergency, we will do all that is necessary to stabilize you including Basic Life Support (BLS) and Advanced Cardiac Life Support (ACLS).

If you present to this center for a procedure with a living will or valid Do Not Resuscitate Order (DNR) or Out of Facility form and you have an emergency, we will do all that we can to stabilize your medical condition and we may begin Basic Life Support (BLS) and Advanced Cardiac Life

Support (ACLS). We will call 911 to transport you to the hospital. EMS will be informed of the Do Not Resuscitate Order or living will upon arrival.

### **COMPLAINT/GRIEVANCE PROCESS**

The LEC recognizes that patients have the right to voice concerns without fear of discrimination or reprisal, and to have these concerns reviewed and responded to in a timely manner. LEC seeks to provide prompt review and timely resolution of complaints or grievances from any patient.

You may voice your concerns, complaints, or problems with the care you have received or are receiving to any staff member at any point in your care. Every effort will be made to reconcile your concern or complaint while you are still in the LEC. However, if you wish to voice a concern or complaint after you have left the center, you may contact the Nursing Supervisor at 336 547-1713 or our Administrative Director of Gastroenterology at 336 547-1745. If we are unable to satisfactorily address your complaint, you may contact the North Carolina Department of Health & Human Services, Complaint Intake Unit (Rita Horton, 2711 Mail Service Center, Raleigh, NC 29699, phone: 800 624-3004 or 919 855-4500) or by e-mail at [www.dhhs.state.nc.us/dhsr/ciu/complaintintake.html](http://www.dhhs.state.nc.us/dhsr/ciu/complaintintake.html). You may also contact the Office of the Medicare Ombudsman to file a grievance at 800 MEDICARE (800 633-4227) or at <http://www.cms.hhs.gov/center/ombudsman.asp>