

**KAREN
SURGERY SCHEDULER
(760) 340-6837**

E-MAIL ADDRESS: kganan@desertent.org

**PLEASE ALLOW 24 – 72 HOURS FOR A
PHONE CALL TO SET UP SURGERY. THANK
YOU FOR YOUR PATIENCE**

Dear Patient:

Your physician has requested that surgery be scheduled for you. To make your scheduling and your surgical experience go as smoothly as possible, please read the information below.

1. You will be receiving a phone call from me within 24 – 72 hours to schedule your surgery. Please have several tentative dates picked out in order to process information quickly. The physicians at Desert ENT have designated days in the week in which surgery is performed. Please look at the list below to see which day of the week is designated for your physician.

- Dr. Quinten VanderWerf – Mondays
- Dr. Robert Gebhart - Tuesdays
- Dr. Syed Ahsan - Wednesdays
- Dr. Stuart Barton - Thursdays
- Dr. Christopher Walz - Fridays

PLEASE NOTE: Children, emergency cases, diabetic patients are priority and are usually scheduled first thing in the morning. However, we will try to accommodate you the best we can. Also note that we do not allow patients to change physicians in order for your surgery to be done on another physicians “designated day”.

2. *If you have a PPO insurance*, Please note that it may be impossible to quote your exact cost because of the difficulty in predicting the exact extent of surgery and the insurance contracted rates. I can only give you an “*approximate*” cost. I have no access to or have any knowledge on Hospital, pathology, anesthesia cost. If you need to know hospital expense, it is your responsibility to find this information out. I can only provide you with billing codes to help you.
3. *If you have an HMO or PPO plans*, our office will submit your information to your insurance company to process benefits , eligibility and get authorization (if needed). Please allow 7- 10 business days for your authorization to be processed.
4. Depending on your insurance plan there may be a deposit required. I will be informing you if you will have a deposit due. If so all monies are due before surgery date.
5. *Cosmetic Cases:* Physicians quotes cover surgeon, operating room and anesthesiologist. Any lab and x-rays that may be required by the hospital as pre-op is not covered and you will be responsible for this cost. *All monies are due prior to surgery date.*
5. If you want to schedule surgery months in advance, the hospital only allows me to book out 2 months to the date. For example: if you wanted to schedule your surgery for June 10th the earliest the hospital will allow me to book your case would be April 10th
6. Pre-op appointments are scheduled at the physicians’ discretion. Whether you have a pre-op appointment or not, I will be scheduling an appointment for us to get together and go over any questions and to sign consent forms prior to your surgery date.