

Karen Ganon, Surgery Scheduler
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Please allow 48 – 72 hours for a phone call to set up an appointment for surgery.
Thank you for your patience.

Dear Patient:

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

The physicians at Desert Ear, Nose, & Throat have designated days of the week they perform surgery.

- Dr. Quinten VanderWerf..... Mondays
- Dr. Robert Gebhart..... Tuesdays
- Dr. Christopher Walz..... Wednesdays
- Dr. Stuart Barton..... Thursdays

2. We do not allow patients to change physicians in order for your surgery to be done on another physicians "designated day"
3. Children, emergency cases, and patients with health issues are priority and are usually scheduled first thing in the morning. **SURGERY TIME:** This is usually given by the facility the **DAY BEFORE** your surgery date. If your surgery is on a Monday then you will receive a phone call the Friday before. Surgery times are not available until the day before your surgery.
4. If you have a special request, we will accommodate you the best we can.
5. The hospital/facility will only allow me to book cases no more than 2 months in advance. For example: If you want to book a case for December 10, I can book it no earlier than October 10.
6. Surgery deposit may be required depending on your insurance plan. I will inform you once surgery is scheduled and I have contacted your insurance company. Any balances owed to Desert E.N.T. will need to be settled prior to your surgery. This is separate from your surgery deposit
7. *HMO/PPO insurances* need approximately 7 to 10 business days for authorization to be obtained.
8. **I have no access to or have any knowledge on hospital, pathology or anesthesia cost or fees.** If you need to know what your financial responsibilities are prior to surgery, I can only inform you of the surgeons' fee. I can also give you the "insurance code(s)" in order to make the process easier. It is ultimately your responsibility to call your insurance company to find out your cost. ***Below are other phone numbers of interest.***
9. If your surgery requires a General Anesthesia or sedation to be administered, you will need an adult to take you home from surgery and stay with you for the first 24 hours.

If your surgery is scheduled at Eisenhower:

EMC Medical Center (hospital fees)
Phone: (760) 340-3911 Registration office

Rancho Mirage Anesthesia Consultants Medical Group
P.O. Box 3703, Palm Desert, CA 92261-3703
(800) 722-6496 EX: 239

Pathology
G.G.B. Medical Management
(800) 718-9505 Contact Person: Lisa EX: 2007

If your surgery is scheduled at Rancho Mirage Surgery Center

Rancho Mirage Surgery Center
35-800 Bob Hope Drive Suite 100
Rancho Mirage, CA 92270
Phone # 760-699-6500
Fax#: (760) 699-6555

Maria – Insurance verification
Sarah – Office Manager