

## Instructions for the Clenpiq Prep for Colonoscopy:

- Interpreter Services: If an interpreter is needed please confirm that one has been scheduled for your procedure date and time. Friends and family members are not permitted to interpret for procedures.
- Pick up your Clenpiq Prep from your designated pharmacy at least one week prior to your procedure date.
- Clenpiq is a laxative that may cause side effects such as bloating, cramping and nausea. Responses to the laxative will vary. Stay close to a restroom after starting the prep. Bowel movements will begin 30 minutes to 6 hours following ingestion of the laxative.
- Your body can lose significant amounts of fluid during bowel preparation. In order to prevent dehydration, it is important to make a conscious effort to drink as much clear liquid as you can during the preparation process.

### Medications:

- **If you are Diabetic** please follow the Diabetic Medication protocol instructions included in this packet. If you are NOT diabetic you may disregard.
- If you take Anticoagulant or Antiplatelet medications like **Coumadin, Eliquis, Pradaxa, Plavix** or **Xarelto** follow instructions provided by your physician. If you have questions contact us at 206-860-4544.

### 7 Days Prior to your Procedure

- **Arrange an escort and a ride home.** You will be sedated for this procedure and you must have an escort to accompany you home or the procedure will be cancelled. **Do not plan to drive or to transport yourself home alone.**
- **Your escort must check in with you and pick you up after the procedure is over.** Because of COVID – we ask that your escort wait in their car in the garage until they are called to come pick you up.
- **Stop taking an Iron supplement.** Multivitamin w/ Iron is ok.
- Pick up your prep medication if you have not already done so.

### 5 Days Prior to your Procedure

- It is your responsibility to check with your insurance company about coverage of this procedure. Please call your insurance if you have any questions about your benefits. They may request the following information:
  - CPT/Procedure codes:
    - With biopsy – 45380
    - Without biopsy – 45378
  - Diagnosis Codes: \*\*\*
- Eliminate popcorn, seeds, nuts, whole grains, raw fruits and vegetables from your diet. These foods can remain in the colon creating a suboptimal prep which may prolong your procedure. If you have forgotten you do not need to cancel your procedure but please notify us when you check in.
- If you take Anticoagulant or Antiplatelet medications like **Coumadin, Eliquis, Pradaxa, Plavix** or **Xarelto** please check with your provider to determine when to hold this medication.

### 3 Days Prior to your Procedure

- Last chance to cancel. We ask for advance notice of 3 business days. Please call us at 206-860-4544 if you need to cancel for any reason. Late cancellations may be subject to a \$75.00 fee. This fee is not covered by insurance.
- Review upcoming dietary needs listed for the next 2 days. Plan meals/diet accordingly.
- Confirm your ride/escort.
- Confirm that you can make your scheduled COVID test to be completed at our Broadway location. If the results of this are not back by the time of your scheduled procedure you may be rescheduled.

## **2 Days Prior to your Procedure**

- Drink at least 8 glasses of water throughout the day.
- Cooked/canned fruits and vegetables are OK.
- White bread, white rice, and white flour products are OK.
- Meats and dairy are OK.

## **1 Day Prior to your Procedure**

- You may have eggs and yogurt for breakfast, finish by 9:00 a.m.
- **NO SOLID FOOD AFTER 9AM**
- Drink plenty of clear liquids today – Nothing Red or Purple
- At **5:00 pm** drink the first bottle of Clenpiq solution.
- Follow Clenpiq by drinking a minimum of five 8 ounce glasses of clear liquids within five hours and before bed.
- **No Alcohol**

## **Procedure Day**

- 6 hours prior to procedure, drink the second bottle of Clenpiq.
- Follow Clenpiq by drinking a minimum of four 8 ounce glasses of clear liquids. You may have clear liquids up to 3 hours prior to your procedure. –**NOTHING Red or Purple**
- Do not chew gum or eat candy before your procedure.
- You may take any essential medications this morning with just a few sips of water.
- Please bring the following to your appointment:
  - ✓ Your escort
  - ✓ Insurance Card
  - ✓ Photo identification card
  - ✓ A list of your current medications and dosages
  - ✓ If you wear glasses, contact lenses or hearing aids, please bring them along with a case for their safekeeping

Please leave money and valuables at home!

- **No Alcohol today and No driving until the day after your procedure!**

## **Clear Liquid Diet Suggestions:**

Avoid any red or purple colored products. Avoid dairy. Clear liquids do not contain pulp or fiber, you can see through them and they would run through a coffee filter.

Clear juices (apple, white grape, pulp free orange juice)

Water, black coffee/tea

Broths and strained soups

Jello

Kool aid, Crystal light, Gatorade, Tang, Sparkling Cider

Popsicles

## **Diabetic Medication Protocol Instructions**

**Procedure Day Hypoglycemia** – If you have a low blood sugar (LESS THAN 70) before arriving at the clinic, you should drink 3 ounces (about 1/3 of a cup) of water with 3 Teaspoons of sugar stirred into it. Let the clinical staff know you drank this when you arrive.

**Take ½ dose the night prior to procedure and HOLD AM of procedure day for the below:**

- Glyburide
- Glipizide

- Glimepiride

**HOLD AM of procedure day for the medications listed below:**

- Metformin
- Prandin
- Starlix
- Saxagliptin
- Januvia
- Tradjenta
- Avandia
- Actos
- Invokana
- Farxiga
- Jardiance

**Take ½ dose the night prior and morning of your procedure for the medications listed below:**

- Lantus
- Levemir
- NPH
- 75/25 Mix
- 70/30 Mix
- 50/50 Mix
- Toujeo
- Tresiba

**Hold AM of procedure day for the medications listed below:**

- Humalog
- Novolog
- Apidra
- Symlin
- Byetta
- Bydureon \* (See below for Weekly injectable instructions)
- Victoza
- Trulicity \* (See below for Weekly injectable instructions)
- Afrezza ( Inhaled)
- Humulin R
- Novolin R
- Humalog U-200 KwikPen

**Take ½ dose the morning of your procedure for the medication listed below:**

- U-500 Humulin R (U-500 Regular)

**\*Weekly Injectable** – If you normally take your dose on the day of the procedure you should HOLD it the day of your procedure and re start the weekly injections the day after your procedure.

**Insulin Pump instructions:**

If you are on an insulin pump you should temporarily reduce your Basal insulin injection/basal pump settings by 25% starting the night before your procedure until the procedure is completed.

## Patient Pre-procedure Covid-19 Testing

The Polyclinic Endoscopy Center is following the CDC's recommendation of preoperative COVID-19 testing for all patients. Your test result will arrive within 2-3 days to your MyChart account. Please contact your physician's office at 206-860-4544 if you are not able to make it to your scheduled COVID test appointment as we may need to reschedule both your Covid test and procedure appointments. If your Covid-19 test result is positive or if you have symptoms of the virus your case will be cancelled.

As a further precaution, we ask that you self-isolate between the testing and your procedure. Self-isolation includes staying away from public places, avoiding travel, minimizing contact with those within your home, utilizing a separate bathroom if possible and avoiding outside visitors. Please wear a facemask when leaving your home and traveling to your procedure.

\*If you need to have your Covid-19 test done outside the Polyclinic the following criteria must be met...

- The test is a PCR test. We do not accept point of care testing from outside facilities
- The test must be completed 3 days prior to your procedure date
- You must provide official documentation of your test results to your provider and bring a printed copy with you when you arrive to our center. Results may also be faxed to your GI provider at 206-860-5459
- We highly encourage you to note the facility and phone number where you have your test completed in case there are any issues obtaining or verifying your results.

Upon arrival to the endoscopy center you will be asked about the presence of COVID-19 symptoms such as cough, shortness of breath, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, or any other symptoms that are severe in nature. Your temperature will be taken and you will be provided a new mask to wear.

Regarding escorts/rides: Only patients will be allowed into the pre or post-operative areas. We ask that only one person accompany you and highly discourage them from waiting in the lobby as social distancing is being enforced; they will be asked the same screening questions, have their temperature taken and asked to put on a mask as well.

All persons must be screened as indicated above and able to wear a mask in order to enter the building and for the duration of your visit. Please speak with your physician's office should you or your escort anticipate any issues meeting these requirements.

Once you have checked in, your escort will be asked to return to their car. Our team will communicate with your ride/escort and will provide the time to return to the endoscopy center which will coincide with your estimated time of discharge. Please note that there is no cell phone service on Levels P1 and P2 in the parking garage. When you are ready to go home, you will be reunited with them at a designated pick up location. **For planning purposes, the duration of your stay with us will be approximately 1.5-2 hours.**

Your safety is our priority. Thank you for your patience and understanding during these ever changing times.

The Endoscopy Center at The Polyclinic is pleased to welcome you as a patient. We provide endoscopic procedures for patients seeking safe, personalized, high quality care. Located on the third floor of The Polyclinic Broadway, the Center is Medicare-certified and provides highly trained professional staff, state-of-the-art equipment and modern, comfortable facilities including free Wi Fi access in the escort waiting area. We hope that your stay will be as pleasant as possible.

### Prior to the Procedure

1. If you are to receive sedation, you must arrange for a responsible adult escort to be present for the

duration of your stay with us and to accompany and transport you home from your procedure. Please confirm your procedure date and time with your escort as they must also check in with the admitting clerk at the time of your admission.

**For safety reasons, sedation will not be administered to patients who do not have an escort present.**

2. Please review and follow the procedure preparation instructions provided by your physician.
3. Leave valuables, such as cash and jewelry, at home. The Polyclinic is not responsible for lost items.
4. Please be aware that for safety reasons children cannot be left unsupervised during procedures.

### **Day of the Procedure**

1. The Endoscopy Center is located on the third floor of The Polyclinic Broadway. Please check in 45 minutes before your procedure time with the Endoscopy Center admitting clerk, who will verify your escort and prepare your admission. Your punctuality is important as the Endoscopy team has planned this block of time for you.

**To assure your safety, patients who arrive without a proper escort will have the option to either reschedule their procedure or have the procedure without sedation, if appropriate.**

2. If you are on heart, blood pressure, breathing, or seizure medication, you may take your medication(s) the morning of your procedure with a small sip of water. If you are on blood-thinning medications, you will be given special instructions about when to stop and start these. If you are on insulin or medications for diabetes, your physician will give you instructions regarding your diet and medication dosage. If you have any questions about this, please call your physician's office.
3. Wear loose fitting, casual clothing. Please wear socks and sensible shoes - no flip flops or high heels.

### **Parking**

Covered parking is available at the clinic's Broadway entrance. The "P4-A" street level parking may be the most convenient for you and your escort to reach by wheelchair after your procedure. If you cannot find a space on P4-A, try to use "A" parking on any garage level. A parking lot attendant is on duty from 6:30 am to 6:00 pm and will be happy to direct you or assist you with any special needs.

### **After your Procedure**

1. Average recovery time is 30 minutes depending on the procedure and the individual patient.
2. Transportation home - For your safety, after you are sedated you will not be able to leave the department without an escort or drive anywhere for the rest of the day. Please make arrangements with your escort to drive you home or accompany you in a cab after your procedure. Ask your escort to remain free of other commitments so they will be available to assist you at any time during your stay and to get you home safely.
3. Post procedure instructions - Personalized post-procedure home care instructions will be reviewed and given to you. If you receive a sedative, you will be instructed not to operate machinery, sign important papers or drink alcoholic beverages until the morning following your procedure.
4. Follow-up call - You will also receive a follow-up call from the Endoscopy Center the next business day following your procedure. If you have any questions or problems before or after your follow-up call, please call the Polyclinic at 206-860-4544. Your physician or a covering partner is always on duty.

### **Billing**

You, the patient (or the patients' guarantor) are ultimately responsible for all charges associated with your care regardless of insurance coverage. Co-payments and deductibles are a contract responsibility between the patient and their insurance, and these amounts are non-negotiable.

If your coverage or insurance carrier changes prior to your scheduled procedure please call us so that we can verify coverage under your new plan.

Your Polyclinic bill will include fees for the following...

1. Professional services from your physician
2. Use of The Polyclinic Endoscopy Center Facility
3. Pathology Services, if tissue is removed during the procedure

If you have questions regarding your bill, please contact our billing department at 206-860-4500. The billing office hours are 8:00 a.m. to 4:30 p.m.

Anesthesia services are billed separately and are provided by Advanced Anesthesia. You will receive a bill directly from them for these services. You can contact their billing office at 425-615-6100.

### **PATIENT RIGHTS AND RESPONSIBILITIES**

This surgical facility ("Facility") and its medical staff have adopted policies and procedures regarding your care. It is the Facility's policy to provide you with written notice of your rights and responsibilities as a patient, as required by state and federal laws. Your Patient rights and responsibilities include:

#### **PATIENT RIGHTS**

- To be treated with dignity and respect, and impartially and without discrimination as to race, color, sex, national origin, religion, handicap or disability, and free from abuse & neglect.
- To be given access to protective services.
- To be given considerate and respectful care at all times and under all circumstances in a safe & secure environment, free from reprisal and harassment, and with personal privacy.
- To have knowledge of the name and professional status of those caring for you.
- To receive information from your physician(s) about your diagnosis, treatment plan and prognosis (expected outcome) to the best of the physician's knowledge, prior to the treatment or procedure, and when the need arises reasonable attempts are made by health care professionals and other staff to communicate in the language or manner primarily used by patients.
- To participate actively in decisions regarding your medical care, including family input into care decisions as directed by law, and to make informed decisions regarding your care. This includes the right to refuse treatment. When medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- To ensure confidentiality, privacy, security, complaint resolution, spiritual care and communication. Any communication restrictions will be documented and explained to the patient and the family.
- To be asked if you have an Advance Directive and, if so, asked to bring it to the Facility on day of surgery – the Advance Directive will be returned upon discharge.
- To be informed that the Facility will provide you with additional information on obtaining an Advance Directive upon your request.
- To be informed that Advance Directives will be acknowledged by the Facility and to be advised that should an unexpected life threatening event occurs the patient will be resuscitated and will be transferred to a facility that will honor this directive.
- To be informed of unanticipated outcomes.
- To receive an explanation and rationale if communication restrictions become necessary.
- To receive reasonable and relevant responses to any reasonable request for service.
- To have confidential treatment of all communications and records pertaining to care in accordance with all state and federal medical record and patient confidentiality and privacy laws.
- To leave the Facility, even if against medical advice.
- To expect reasonable continuity of care.

- To be informed of continuing health care requirements following discharge from the center.
- To examine and receive an explanation of a bill for Facility services, regardless of source of payment.
- To report any complaints or grievances concerning the quality of care provided to you without fear of retribution or denial of care; to have any complaint or grievance reviewed under the Facility grievance policies; and to expect follow-up, decision and documentation on any grievance within 14 days.
- To be informed in writing if your physician or surgeon is employed by and/or is an owner of, the Polyclinic and therefore has a financial interest in the Polyclinic and in this Facility, and that you may request to have your care at another facility.

## **PATIENT RESPONSIBILITIES**

- To provide accurate and complete information concerning your present complaints, past medical history, current medication, over the counter medication, dietary supplements, allergies and sensitivities, and other matters relating to your health.
- To notify us of the existence of an Advance Directive (e.g. a living will)
- To bring any Advance Directive with you on day of surgery.
- To inform your primary care physician or the Facility staff if information regarding an Advance Directive is desired.
- To make it known to your physician or the Facility staff whether you clearly comprehend the course of treatment and what is expected of you.
- To follow the treatment plan established by your physician, including the instructions of nurses and other health care professional as they carry out the physician's orders.
- To keep your appointment(s) or to notify the Facility in advance if you are unable to do so.
- To provide a responsible adult to escort you home and arrange for someone to be available to assist you with post-surgical/procedural care if needed.
- To assure that the financial obligations regarding your care are fulfilled as promptly as possible, and to cooperate with the Facility regarding billing, payment and insurance reimbursement.
- To be considerate of the rights of other patients and Facility personnel.

## **COMPLAINTS and GRIEVANCES**

Our goal is to provide the best surgical experience possible while in our Facility. Patients, clients, families or visitors have the right to express complaints or grievances about any aspects of their care or experience with our ASF. Please be assured that expressing a complaint or concern will not compromise your care.

Patients are encouraged to voice complaints and resolve disputes at the time of service through direct and informal interactions with providers/staff. If you are not satisfied with your initial response you may contact our **Endoscopy Supervisor at 206-860-5311**. The Polyclinic Endoscopy Center Supervisor will research and respond to all complaints in a systematic, timely and confidential manner. If you are still unsatisfied with the response to your complaint you may contact the WA State Department of Health or Office of the Medicare Beneficiary Ombudsman, whose contact information is below.

You have the right to contact the Washington State Department of Health or the Center for Medicare & Medicaid Services at any time with any concern or complaint.

\*Contact information for the WA State Department of Health and Office of the Medicare Beneficiary Ombudsman\*

Washington State Department of Health

Health Systems Quality Assurance  
Complaint Intake  
PO Box 47857  
Olympia, WA 98504-7857  
Phone: 360-236-4700  
Toll Free: 800-633-6828  
Email: [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov)  
Office of the Medicare Beneficiary Ombudsman  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>  
Toll Free: 800-MEDICARE

### **NOTICE OF ADVANCE DIRECTIVES POLICY**

An advance directive is a document that pertains to treatment preferences and the designation of a surrogate decision-maker in the event that a person should become unable to make medical decisions on their own behalf. Advance directives are generally in the form of a living will, life-prolonging procedures declaration, designation of a health care representative or proxy, and durable power-of-attorney. Advance directives can be revoked or amended at any time.

*The Polyclinic Endoscopy Center* does **not** honor Advance Directives. Compliance with the 1990 Patient Self-Determination Act is intended for inpatient hospital admissions, not for outpatient surgery centers. **Health care providers at *The Polyclinic Endoscopy Center* are bound to do all in their power to assure the safe recovery of every patient, including resuscitation if that becomes necessary.** All adult patients are asked if they have an advance directive, which is placed in their medical record. Adult patients are also informed that an advance directive **will not be** honored while a patient at *The Polyclinic Endoscopy Center*.

Since *The Polyclinic Endoscopy Center* does not honor Advance Directives, you may choose to have your procedure or surgery performed at another facility that does honor Advance Directives. Please notify your Physician, scheduling coordinator, and/or the center's health care staff and we will make every effort to accommodate your request.

For more information on Washington State law regarding Advance Directives please visit the following Web sites:

<https://endoflifewa.org/tools-for-planning/advance-directives/>

or

<https://wsma.org/advance-directives>

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