



## General Information

**AVERAGE HOSPITAL STAY:** Three to four days for total knee or total hip replacement.

**SURGERY TIME:** One to two hours for one or two joints or revision surgery

**RECOVERY ROOM:** Approximately one to three hours. Family members are usually not allowed to visit the patient during this stage of recovery.

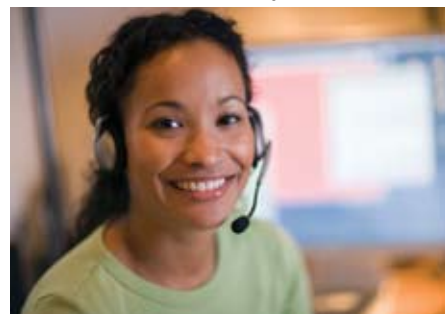
**DISCHARGE PLANNING:** Planning your discharge from the hospital will make your return home more comfortable. Several changes will be made in your normal routine to ensure the fastest recovery possible. Your case manager and social worker will be available to you and your family to assist you in arranging all of your discharge needs. Please reference the section “Going Home After Surgery” on page 17 for specific guidelines on how to best prepare your home for your return following your surgery.

**DISABILITY INSURANCE:** Some patients have insurance that pays bills while they are unable to work. This insurance is different from coverage that pays the hospital or the doctor. If you have disability insurance, please allow seven working days to process your paperwork. Please obtain the necessary forms from your insurance company.

**DRIVING:** You will not be able to drive up to six weeks after your surgery. Your surgeon will advise you when driving becomes acceptable. You should plan to have someone drive you home after you are discharged.

**INSURANCE:** For your convenience, Crestwood participates with most insurance carriers. For current insurance participation information, please contact our Business Office. Additional forms, required by some insurance companies prior to processing claims, are the responsibility of the patient. We will be happy to assist you in completing these forms at any time; however, it is best if they are presented at time of admittance. Your surgeon should obtain prior authorization before surgery. We will work with your surgeon’s office to insure proper authorization from your insurance provider, as necessary.

**PAYMENT:** Medical expenses not covered by your policy will remain the responsibility of the patient. Crestwood will take care of submitting claims for hospital charges to obtain payment. Charges for professional services, such as from your surgeon, anesthesiologist, radiologist and pathologist will be billed by the individual physician. Uninsured or under-insured patients should contact the Business Office as far in advance as possible to discuss financial policies and available payment plans. We are happy to assist you.



**Business Office**  
429.4820

**Patient Accounts A-L**  
429.4829

**Patient Accounts M-Z**  
429.4823