

# WHAT TO DO WHEN YOU NEED A MEDICAL PROCEDURE

## If a Non-Emergency Procedure is Recommended:

1. **During your doctor's appointment, use the "What to ask your doctor before a Medical Procedure" questions to learn about your potential procedure.** These can also be found on the Member Helps page.
2. **Call Sedera within three days of your doctor's appointment to notify your Member Services Advisor.** We can search our database to make sure you choose a "Best Value" provider. These are medical professionals who offer high-quality care at value-driven prices.
3. **Open a Needs case on the web-app ([member.sedera.com](https://member.sedera.com)).** You will then be assigned a Needs Coordinator who will be your point of contact if you have any questions or uncertainties.
4. 2nd.MD is available as part of your Sedera membership and provides access to leading board-certified doctors who are experts in their field of medicine. **Our Members are encouraged to contact 2nd.MD before their procedure for a second opinion** when a non-emergency, non-life-threatening surgery is recommended. This typically takes 7-10 days.
5. **If you have a second opinion, attach the consult to your Needs case.**
6. **If you decide to move forward with the treatment, then undergo your procedure.**
7. **Attach your bills to your Needs case as you receive them.** Make sure your bills are itemized and list treatments and procedures specifically.



SEDERA DOES NOT PROVIDE MEDICAL ADVICE. The information contained herein is for informational and/or educational purposes only and is not intended or implied to be a substitute for professional medical advice. Always seek the advice of your physician or other qualified healthcare provider with any questions you may have regarding a medical condition or treatment.

# WHAT TO ASK YOUR DOCTOR BEFORE A MEDICAL PROCEDURE

Sedera is committed to helping you receive the best care possible. Here are some questions we recommend that you ask your provider when considering a medical or surgical procedure. You may consider taking this to your appointment to use as a checklist.

**Why do I need this procedure? Are there other treatment options, and is this procedure the best option for me?**

**How will the procedure be performed?**

**What are the risks, benefits, and possible complications for this procedure?**

- Will my health history and the medications I am currently taking mean the risks, possible complications, and benefits will be different for me?

**What are my anesthesia options?**

- If I need anesthesia, what kind is best for me considering my health history, the prescription medications, and vitamins/herbs I take?
- How will I be monitored during the procedure?

**What can I expect before the procedure?**

- Will I need to do any special preparation, like tests or a change in my routine medications?
- When do I have to stop eating and drinking?
- Should I take my regular medications before and after my procedure?
- Does someone need to be with me at the facility, or can I do this on my own?

When planning a medical procedure, please reach out to Sedera as soon as possible. Sedera can help you find no-hassle, cash friendly providers that will result in significant savings for both you and the Community.

**1.855.973.3372**

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## **What can I expect for my recovery in terms of treatment, medication, diet, and home care?**

- Will I be in the hospital post-procedure for more than 12 hours? In a ward or in the ICU?
- What type of care will I have to provide for myself at home?
- When will I be able to return to my regular activities (work, lifting, driving, and exercise)?
- Will I need any medication, like antibiotics or pain medication?
- What sort of things should prompt me to urgently call you post-procedure?

## **Could you tell me about your experience with this procedure?**

- How many times have you performed this procedure for someone like me?
- What is your success rate, and how often do your patients experience any problems?
- Are you board certified?
- Will doctors in training (students/residents/fellows) be involved? If so, how?
- How can I contact you if I have more questions?

## **What is the price you will charge me for this procedure?**

- I am a cash pay patient. Will this change anything in terms of cost?

## **Who else will I be receiving bills from?**

- I am a cash pay patient. Will this change anything in terms of cost?

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