UNIVERSITY PAIN CENTERS
AT RUSH

# ABOUT YOUR SURGERY CENTER APPOINTMENT

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University Pain Centers
University Pain Physicians

# WHAT WE DO

Advancing interventional pain medicine through academic excellence, clinical partnerships, decades of trusted care, and nationally recognized expertise.

RUSH

MIDWEST ORTHOPAEDICS AT RUSH

JAMA
The Journal of the American Medical Association

The NEW ENGLAND JOURNAL of MEDICINE

NIH
National Institutes of Health

Regional Anesthesia & Pain Medicine

CDC

ASRA PAIN MEDICINE
American Society of Regional Anesthesia and Pain Medicine

American Society of Anesthesiologists

FOX 32 CHICAGO

CNN Health

abc 7 EYEWITNESS NEWS

CBS NEWS

NBC NEWS

Chicago Tribune

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# OUR APPROACH TO CARE

Our approach to pain management is grounded in comprehensive, evidence-based care focused on improving function and quality of life.

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# OUR SURGICAL LOCATIONS

SURGERY CENTER - RUSH CHICAGO
*(across the waiting room from our Chicago clinic)*
1724 W. Harrison St., Ste 556
Chicago, IL 60612
312-942-6632 phone

SURGERY CENTER – RUSH OAK BROOK
2011 York Rd, 3rd Floor
Oak Brook, IL 60523
630-724-1300 phone

RUSH OAK PARK HOSPITAL
520 S Maple Ave
Oak Park, IL 60304
708-660-4800 phone

**PAIN CLINIC LOCATION**

PAIN CLINIC – RUSH CHICAGO.
1724 W. HARRISON ST, STE 550
CHICAGO, IL 60612
312-942-6631 PHONE
312-563-3992 FAX

PAIN CLINIC – WESTCHESTER
2450 SOUTH WOLF RD., STE D
WESTCHESTER, IL 60154
708-483-8550 PHONE
708-483-8581 FAX

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# SCHEDULING & COORDINATION

## APPOINTMENT TIME 01.

When your appointment is first made, our clinic coordination team will confirm your date, *approximate* time, and location.

The surgery center will call you the **day before your procedure** with your **exact arrival time** and final instructions.

## PRE-PROCEDURE CHECKLIST 02.

- Complete any required labs or medical clearance.
- Stop blood thinners  as instructed.
- Do not eat 8 hours prior to your procedure. (unless told otherwise)
- Arrange a ride home — you cannot drive yourself.
- Bring photo ID, insurance card, and medication list
- Wear loose, comfortable clothing and avoid makeup or jewelry.
- Pick up any post-op medications from your pharmacy the day prior to surgery.

## CANCELLING YOUR APPOINTMENT 03.

- If you need to cancel your procedure, we require at least 72 hours' notice to accommodate other patients.
- A $50 cancellation fee will be applied for procedures canceled within 72 hours of the scheduled time.
- Cancellations can be made by calling our office at 312-942-6631 or emailing scheduling_pain@rush.edu

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# AT THE SURGERY CENTER

## CHECK-IN 01.

After checking in at the information desk, you and one family member will be escorted for your initial preparation.

- Meet with the nursing staff upon arrival
- Have your vital signs taken
- Change into a hospital gown
- Prepare for transfer to the pre-operative holding area

## PERI-OPERATIVE HOLDING AREA 02.

- You will be escorted to the pre-operative holding area where your care team will help prepare you for surgery.
- Review your medical history and consent forms
- Meet with our Physician Assistant to discuss any last-minute questions
- Speak with the anesthesia team about your care options
- Review post-operative and discharge instructions prior to surgery

## RECOVERY AND DISCHARGE 03.

Following surgery, our team will keep your family informed and assist with your recovery and discharge process.

1. A nurse will contact your family once surgery is completed
2. Recover under the supervision of the nursing staff
3. Reunite with your family member before discharge home
5. Final discharge instructions will be reviewed with you and your caregiver before leaving the facility

**MAKE YOUR FIRST POST-OPERATIVE APPOINTMENT**
**CALL 312-942-6631**

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# YOUR INSURANCE

## Understanding the Insurance Authorization Process

BASED ON YOUR INSURANCE PLAN, YOU MAY HAVE A CO-PAY AND/OR DEDUCTIBLE DUE FOR YOUR PROCEDURE.

**THESE PAYMENTS MUST BE MADE PRIOR TO YOUR APPOINTMENT AT THE SURGERY CENTER**

### HOW WE HELP

Our Prior Authorization team works diligently to:

- Obtain required authorizations before your procedure
- Submit medical records and supporting documentation
- Appeal denials when appropriate
- Keep you informed of important updates regarding your insurance status

### MAKING PAYMENT

To make a payment please contact our billing department:

- Tel: (847) 679-6363 or Email: UNI@anesthesiapartners.com
- Use the QR code above

### YOUR FINANCIAL RESPONSIBILITY

You are ultimately responsible for any charges not covered by their insurance plan, including **deductibles**, **copayments**, **coinsurance**, or **denied services**.

### WHAT PATIENTS CAN DO

To help reduce the risk of delays or denials, you should:

- Verify your insurance benefits and coverage
- Notify our office immediately of any insurance changes
- Respond promptly to requests from our office or insurance company
- Review your insurance plan requirements and responsibilities

# MEET OUR PHYSICIAN ASSISTANTS

**KENNEDY REED, MPAS, PA-C**

Each member of the team brings advanced clinical training and a deep understanding of interventional pain medicine, allowing them to support precise evaluations, assist in procedures, and guide individualized care plans. Their role is essential in maintaining continuity, responsiveness, and clear communication throughout the patient journey.

**PRERANA RAO, MPAS, PA-C**

Our physician assistants are an integral part of a highly specialized, university-affiliated pain management team, delivering coordinated, patient-centered care at every stage of treatment. Working closely with physician leaders, pain fellows, and clinical staff, they help ensure a seamless experience, from initial evaluation through recovery and long-term follow-up.

**MOLLY SORAGHAN, MPAS, PA-C**

Patients benefit from a structured, team-based approach that emphasizes accessibility, education, and thoughtful follow-through. Whether answering post-procedure questions, coordinating care, or supporting recovery, our advanced practice team ensures that every patient feels informed, supported, and confidently guided at each step.

# MEET THE STAFF

## RENATA LUKENDA

### OffICE ADMNISTRATOR/MANAGER

Oversees daily operations across all University Pain Centers locations, ensuring a seamless and compassionate patient experience. She coordinates clinic workflow, surgery scheduling, staff operations, and patient communications while maintaining the highest standards of efficiency and care.

Renata also serves as a point of contact for patient feedback, questions, and concerns to help ensure every patient receives attentive, personalized support.

email: Renata_Lukenda@rush.edu
tel #: 312-942-6631

## PRIOR AUTHORIZATION CONTACTS

## OLGA PADILLA

### Prior-Authorization Coordinator - Chicago

Works closely with you, your insurance carrier and/or workers compensation adjustor and your doctor to ensure all insurance authorizations are in place prior to your surgery in Chicago.

email: Olga_I_Padilla@rush.edu
tel#: 312-563-2391
fax#: 312-563-3992

## ELIZABET GALVEZ

### Prior-Authorization Coordinator - Oak Brook

Works closely with you, your insurance carrier and/or workers compensation adjustor and your doctor to ensure all insurance authorizations are in place prior to your surgery in Chicago.

email: Elisabet_Galvez@rush.edu
tel #: 312-563-3976
fax#: 708-483-8581

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www.rushpaincenters.com
scheduling_pain@rush.edu
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