



## **ASC Tour Guidelines 2018**

Questions? Call 512-535-2325 OR  
email [kdurapau@texasascsoiety.org](mailto:kdurapau@texasascsoiety.org)

### **One Week before the tour:**

- Call the legislative office to confirm one more time.
- Prep your physicians, owners and staff that the legislator will be touring.
- Share legislator bio and photo so everyone is familiar with the legislator (*this will be provided to you once you let TASCS know your tour date*)
- Ask physicians and owners to be available upon the legislator's arrival to meet and greet, take a photo and shake hands.

### **Day of Tour:**

- Upon legislator's arrival – introduce yourself, your staff and any physicians or partners who are with you.
- Take the legislator through the patient experience from check-in to discharge:
  - o Walk them through the waiting room and pre-op areas.
  - o Show them the procedure rooms (if procedure is in progress just use the window).
  - o If the legislator is interested and you have completed appropriate forms with patients, give the legislator a pair of scrubs and let them be in the procedure room.
  - o Show them the pharmacy, break room, sterile rooms, labs, office, dictation areas, etc.
  - o Show them where patients are able to be picked up and taken home the same day.
- Discuss your facility specifically:
  - o # of employees, average salaries, and other internal statistics.
  - o What kind of procedures do you do?
  - o What kind of patients do you help?
  - o How many procedures do you do per year?
  - o Do you have care coordinators or a hotline for patients to call?
  - o Any quality programs or innovate initiatives?
  - o Any unique for special outreach or community programs you do?
- Discuss the benefits of an ASC:
  - o Patients:
    - Low cost and high-quality procedures.
    - Option for care.
    - Ease of finding, parking and walking into the facility.
    - Comfortable waiting rooms and friendly experienced staff.
    - Ability to go home the same day.
  - o Community:
    - ASCs provide low cost healthcare.
    - ASCs provide quality jobs to the community.
  - o Issues impacting ASCs or issues specific to your facility

***\*REMEMBER –  
when you take  
photos, please  
make sure there are  
no patients in the  
background\*\****

### **End of tour:**

- Thank the legislator for coming to tour and invite their staff to come tour. Extend an invitation to come back or let the office know you will let them know if there are any special activities happening in the future.

### **Post Tour:**

- Send a handwritten thank you card to the legislator.
- Send TASCS an email with photos (include names and job titles of people in the photo) and a brief summary of the tour