

Frequently Asked Questions

What to expect when checking in at the SSM Health Outpatient Center at 2850 O’Keeffe Avenue, Sun Prairie, Wisconsin.

If you’re here for a surgical procedure:

- **Where should I go to check in for my surgical procedure?**
The SSM Health Surgery Center is located on the first floor of the Outpatient Center building. When you enter through the center’s main door, head to the left side of the main lobby, near the security window, to check in using one of two freestanding touch screen kiosks reserved for surgical patients.
- **How do I check in for my surgical procedure?**
Please use one of the two freestanding touch screen kiosks reserved for surgical patients located on the left side of the main lobby, near the security window.
- **What information do I need to check in?**
You will be asked to verify your name and birth date and answer a few questions to be fully checked in for your surgical appointment.
- **Will I be asked to make a co-payment during check-in?**
No, if applicable, your co-pay will be collected before your surgical appointment.
- **What if I need help using the freestanding check-in kiosk?**
A member of our registration team will be nearby to help you.
- **Where do I go once I have checked in at the freestanding surgical kiosk?**
Please take a seat in the adjacent reception area until a member of our care team calls your name and can escort you to the pre-operative area.
- **Can my companion go with me to the pre-operative area?**
Yes, your companion(s) can accompany you to the pre-op area. When your surgery is ready to begin, one of our care team will escort them back to the reception area. Once your surgery is over, the surgeon will meet with your companion(s) in the reception area to provide them with a report.

If you’re here for an Eye Care clinic (non-surgical) visit:

- **Where should I go to check in for my non-surgical eye care appointment?**
SSM Health Eye Care Services are located on the second floor of the Outpatient Center building. When you enter through the center’s main door, head to the first floor lobby reception desk to check in using one of the tabletop touch screen kiosks reserved for non-surgical clinic appointments or laboratory services.
- **How do I check in for my non-surgical eye care appointment?**
Please use one of the tabletop touch screen kiosks reserved for non-surgical patients or laboratory services located in the first floor main lobby near the registration desk.
- **What information do I need to check in?**
You will be asked to verify your name and birth date and answer a few questions to be fully checked in for your visit. Should you have multiple appointments that day, the tabletop kiosk will automatically check you in for them all.

(continued on page 2)

If you're here for an Eye Care clinic (non-surgical) visit: *(continued)*

- **If I have more than one appointment scheduled that day, do I need to check in for each one?**

No, the tabletop kiosk will automatically check you in for all your appointments for that day.

- **Will I be asked to make a co-payment during check-in?**

Yes, if applicable, your co-pay will be collected via credit card by the attached card reader.

- **What if I need help using the check-in touch screen?**

A member of our registration team will be nearby to help you.

- **Where do I go once I have checked in at the tabletop kiosk?**

Head to the right of the registration desk to speak to one of our team members who will give you the number of the room on the second floor where you will go for your appointment. The team member will provide you with a reminder card with the room number so you can find your way.

- **How will I know how to find the exam rooms on the second floor?**

Not only are the exam areas clearly labeled, but each area is color-coded and marked with distinctive images to help guide you to the right room. Should you have an additional appointment after your first is complete, one of our care team members will guide you to the next exam or testing room for your additional services.

- **How will I get to the second floor exam rooms?**

You can take the elevator or use the main staircase to get to the second floor non-surgical exam and testing rooms.

If you're here for laboratory services:

- **Where should I go to check in for laboratory services?**

SSM Health's Laboratory Services are located on the first floor of the Outpatient Center building to the far right of the lobby registration area. When you enter through the center's main door, head to the first floor lobby reception desk to check in using one of the tabletop touch screen kiosks reserved for laboratory services and non-surgical clinic appointments.

- **How do I check in for laboratory services?**

Please use one of the tabletop touch screen kiosks reserved for laboratory services or non-surgical clinic appointments in the first floor main lobby near the registration desk.

- **What information do I need to check in?**

You will be asked to verify your name and birth date and answer a few questions to be fully checked in for your lab services. Should you have multiple non-surgical appointments that day, the tabletop kiosk will automatically check you in for them all.

- **Where do I go once I have checked in at the tabletop kiosk?**

Head to the right of the tabletop kiosk to the far north end of the first floor main lobby and wait in the lab reception area for a member of the Laboratory Services team to call your name and escort you to a room for your laboratory services.