

SouthCrest

SURGICENTER

Your doctor has scheduled your upcoming surgery at our ambulatory surgery center. We want to make your short stay with us as comfortable and pleasant as possible. Our center provides the highest quality care in a warm, personalized setting for patients whose treatment does not require hospitalization.

- SouthCrest Surgicenter is designed exclusively for outpatient surgery.
- The Surgicenter's increased level of individual attention minimizes the stress often associated with surgery, and is particularly helpful in easing the fears of children. In addition, your cost will be significantly lower than if you had the same procedure performed as a hospital inpatient.
- Your surgeon is supported by a highly skilled team of anesthesiologists, registered nurses and other qualified medical personnel specially trained in surgical and recovery care.
- Our surgical suites are equipped with sophisticated monitors and highly technical equipment and instrumentation.
- SouthCrest Surgicenter is licensed by the state of Oklahoma and certified by Medicare and accredited by the Joint Commission.

HOW TO PREPARE FOR YOUR SURGERY

Careful attention to the following instructions will help ensure your comfort and reduce the possibility of complications and/or cancellation.

- Please arrive at our center one hour before your scheduled time.
- Do not eat or drink anything including water, chewing gum and mints after midnight the night before your surgery. Undigested food and liquids in the stomach can cause complications and will most likely require your surgery to be postponed or cancelled.
- Refrain from smoking after 6:00pm the day before your surgery.
- Bathe or shower and brush your teeth (taking care not to swallow any water) the morning of surgery. This will help minimize the chance of infection. Do not use hair products or makeup the morning of surgery.
- All valuables should be left at home. SouthCrest Surgicenter is not responsible for any valuables you bring with you.
- Remove all mascara, nail polish, contacts and ALL body jewelry prior to your arrival. We also suggest you wear casual, loose-fitting clothes. The Surgicenter is kept cool for infection control purposes, so you might want to bring a sweater or jacket. During surgery, you will wear a patient gown provided by our center.

- Arrange for an adult to accompany you and stay at the Surgicenter for the duration of your stay and to drive you home for your own safety and protection. You will not be allowed to drive a motor vehicle if you have had any sedation.
- Please try not to bring extra people or children with you, due to limited space and to protect the privacy and comfort of you and others.
- If you suspect you are pregnant, please notify your doctor and the anesthesia personnel.
- If you experience any health changes between your recent visit to your doctor and the day of your procedure, notify your doctor. Please report even minor changes such as an elevated temperature, cough or cold.
- Diagnostic studies and lab work may be determined by your doctor or anesthesiologist. The doctor's office will schedule these studies for you and discuss where they will be performed.

Pediatrics

- If your child is having surgery, feel free to bring a favorite stuffed animal or security blanket. Children may be brought in wearing their pajamas. Please bring an empty bottle or sippy cup if your child can't drink from a regular cup.
- Arrange for another adult to accompany you to the center and stay with you for the duration of your child's stay. It is best to have another adult with the driver to help care for the child on the trip home.
- Please do not bring additional children or family members with you. Our space is limited and this request is for the comfort and privacy of the other families and patients as well as your own.

WHAT HAPPENS AFTER YOUR SURGERY

- After surgery, you will be moved to our fully equipped recovery room, where you will remain under close observation by the anesthesiologist, our recovery room nurses and staff until you are ready to go home.
- Although the length of the post-operative stay varies according to the type of procedure and your surgeon's instructions, most patients are discharged one or two hours after surgery. Your doctor will speak with a family member or adult who accompanies you after your surgery. Again, it is important for this person to remain in the building.
- Your surgeon will provide post-operative instructions regarding diet, rest, and medications.

Please follow these general guidelines after surgery:

- Have a responsible adult drive you home
- Plan to have someone stay with you for 24 hours
- Relax and pamper yourself for the first 24 hours following surgery
- Call your doctor if you have any complications after surgery. Notify your doctor if treatment recommendations cannot be followed as prescribed.

FINANCIAL INFORMATION

- The fee for use of the ambulatory surgery center includes operating room time, recovery room services, basic medical history, routine equipment and supplies, routine lab work, routine drugs and anesthetics administered while in the center. The fee DOES NOT include the cost for the professional services of your surgeon, anesthesiologist, assistant surgeon, radiologist, pathologist, lab other than routine or physician consultants.
- Most outpatient surgical procedures are covered by standard medical insurance. Patients may be asked for a partial payment upon admission to the center, subject to the amount of insurance coverage. Insured patients, including Medicare and Medicaid, must have a current valid insurance card and photo I.D. with them at the time of admission.
- Full payment is required at the time of admission for non-covered procedures and for patients who do not have medical insurance.
- SouthCrest Surgicenter will file your insurance as a courtesy, but remember that services are rendered and charged to the patient and not the insurance company. You are responsible for any balance due and payment will be requested from you unless your insurance company pays within 60 days.
- We are happy to answer any questions you may have about insurance or reimbursement and we will provide monthly statements for your information. You can call our Business Office at 918-294-2100.
- VISA, MasterCard, American Express and Discover are accepted at our facility.

PHYSICIAN INVESTORS

Your physician may be an investor with SouthCrest Surgicenter. Following is a list of physician investors:

Eastern OK ENT
Anthony, DO, Scott
Boone, MD, Bradford
Boone, MD, R. Tyler
Callegari, MD, Paul
Capehart, MD, Mark
Cooper, MD, Richard
Detwiler, MD, Karl
Freeman, DO, Gary
Gorospe, MD, Luis
Hale, DO, Gerald
Hendricks, MD, Randall
Hicks, MD, David

Lester, MD, Stephen
Lewis, MD, Alan
Marouk, DO, John
Medcalf, DO, Kent
Plaster, MD, Rod
Roberts, DO, J. Matthew
Rodgers, MD, Jim
Sanders, DO, Rita
Shelton, MD, Bryan
Street, MD, Daron
Thomas, MD, David
Wong, MD, David
Yob, DO, Ed

PATIENT RIGHTS

Every patient has the right to...

- Exercise these rights without regard to sex, cultural, economic, educational or religious background or source or payment for patient care.
- Expect considerate, respectful and dignified care
- Be informed of the name of the physician who has primary responsibility for coordinating patient's care and the names and professional title of all other personnel who will attend the patient.
- Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse this course of treatment.
- Participate actively in decisions regarding patient's care, to the extent of the law, including the right to refuse treatment.
- Expect consideration of privacy concerning patient's medical care.
- Expect confidential treatment of all communications and records pertaining to patients care to the extent required by all applicable federal or state laws or regulations.
- Expect reasonable responses to any reasonable requests patients may make for service.
- Examine and receive an explanation of patient's bill regardless of source of payment.
- As a minor, have patient's care coordinated by the minor's parent and/or other legal guardians
- Expect equipment and supplies used in the care of minor patients being appropriate to the age, size and developmental needs of the patient.
- Expect that a transfer to another facility or service will not occur until a complete discussion with the patient, family and physician or designee has taken place.
- Understand restraints are used only if less restrictive interventions have been unsuccessful and in accordance with a physician's order.
- Expect patients to receive comprehensive information about pain assessment and relief measures, and a quick response to patient's pain
- Language and physical disability assistance, if prior notification is provided to the Surgicenter

PATIENT RESPONSIBILITIES

Every patient has the responsibility to...

- Read and understand all permits and/or consents patients sign.
- Answer all medical questions truthfully to the best of patient's knowledge.
- Read carefully and follow the pre-operative instructions that the patient's physician and Surgicenter employees have given.
- Notify Surgicenter if patient has not followed pre-operative instructions or if patient cannot keep scheduled appointment.
- Leave all valuables at home or with family members

- Read carefully and follow the post-operative instructions patients received from the physician(s) and/or nurses and ask questions if patient does not understand these instructions.
- Provide transportation as directed to and from Surgicenter appropriate with the medication and/or anesthetics patient will be receiving.

COMPLIMENTS OR COMPLAINTS

Please contact the SouthCrest Surgicenter Administrator at (918) 294-2115 if you have a complaint or grievance.

Complaints or grievances may be made in verbal or written form.

We would love to hear about your positive experiences and acknowledge any outstanding care provided. However, if we don't meet your expectations you have the right to voice complaints regarding care received. You have the right to have your complaint reviewed as soon as possible and resolved without fear of recrimination. Your complaint will be addressed and responded to within seven days. You have the right to contact advocacy resources, if complaints are not addressed to your satisfaction

SouthCrest Surgicenter
8803 S. 101st East Ave., #160
Tulsa, OK 74133
(918) 294-2100

Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117
(405)271-6576

Medicare Fraud
Office of Inspector General
(800)447-8477

Medicare Ombudsman
<http://medicare.gov/Ombudsman/resources.asp>

Medicaid Fraud
(800)252-8263

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
(800)994-6610
<http://complaint@jcaho.org>

We are located on the SouthCrest Campus at 91st & Hwy 169. The SurgiCenter is in the Medical Plaza Building, which is attached to the hospital. The main entrance of our building faces the expressway. There is free valet parking. When you come in the main entrance, turn right and you will see the SurgiCenter in Suite 160.

**SOUTHCREST
AMBULATORY SURGERY CENTER PATIENT CONSENT TO
RESUSCITATIVE MEASURES**

NOT A REVOCATION OF ADVANCE DIRECTIVE OR MEDICAL POWERS OF ATTORNEY

ALL PATIENTS HAVE THE RIGHT TO PARTICIPATE IN THEIR OWN HEALTH CARE DECISIONS AND TO MAKE ADVANCE DIRECTIVES OR TO EXECUTE POWERS OF ATTORNEY THAT AUTHORIZE OTHERS TO MAKE DECISIONS ON THEIR BEHALF BASED ON THE PATIENT'S EXPRESSED WISHES WHEN THE PATIENT IS UNABLE TO MAKE DECISIONS OR UNABLE TO COMMUNICATE DECISIONS. THIS SURGERY CENTER RESPECTS AND UPHOLDS THOSE RIGHTS.

HOWEVER, UNLIKE IN AN ACUTE CARE HOSPITAL SETTING, THE SURGERY CENTER DOES NOT ROUTINELY PERFORM "HIGH RISK" PROCEDURES. MOST PROCEDURES PERFORMED IN THIS FACILITY ARE CONSIDERED TO BE OF MINIMAL RISK. OFCOURSE, NO SURGERY IS WITHOUT RISK. YOU WILL DISCUSS THE SPECIFICS OF YOUR PROCEDURE WITH YOUR PHYSICIAN WHO CAN ANSWER YOUR QUESTIONS AS TO ITS RISKS, YOUR EXPECTED RECOVERY AND CARE AFTER YOUR SURGERY.

THEREFORE, IT IS OUR POLICY, REGARDLESS OF THE CONTENTS OF ANY ADVANCE DIRECTIVE OR INSTRUCTIONS FROM A HEALTH CARE SURROGATE OR ATTORNEY IN FACT, THAT IF AN ADVERSE EVENT OCCURS DURING YOUR TREATMENT AT THIS FACILITY WE WILL INITIATE RESUSCITATIVE OR OTHER STABILIZING MEASURES AND TRANSFER YOU TO AN ACUTE CARE HOSPITAL FOR FURTHER EVALUATION. AT THE ACUTE CARE HOSPITAL FURTHER TREATMENT OR WITHDRAWAL OF TREATMENT MEASURES ALREADY BEGUN WILL BE ORDERED IN ACCORDANCE WITH YOUR WISHES, ADVANCE DIRECTIVE OR HEALTH CARE POWER OF ATTORNEY. YOUR AGREEMENT WITH THIS POLICY BY YOUR SIGNATURE BELOW DOES NOT REVOKE OR INVALIDATE ANY CURRENT HEALTH CARE DIRECTIVE OR HEALTH CARE POWER OF ATTORNEY.

IF YOU DO NOT AGREE TO THIS POLICY, WE ARE PLEASED TO ASSIST YOU TO RESCHEDULE THE PROCEDURE. PLEASE CHECK THE APPROPRIATE BOX IN ANSWER TO THESE QUESTIONS. HAVE YOU EXECUTED AN ADVANCE HEALTH CARE DIRECTIVE, A LIVING WILL, A POWER OF ATTORNEY THAT AUTHORIZES SOMEONE TO MAKE HEALTH CARE DECISIONS FOR YOU?

- YES, I HAVE AN ADVANCE DIRECTIVE, LIVING WILL OR HEALTH CARE POWER OF ATTORNEY
- NO, I DO NOT HAVE AN ADVANCE DIRECTIVE, LIVING WILL OR HEALTH CARE POWER OF ATTORNEY
- I WOULD LIKE TO HAVE INFORMATION ON ADVANCE DIRECTIVES

IF YOU CHECKED THE FIRST BOX "YES" TO THE QUESTION ABOVE, PLEASE PROVIDE US A COPY OF THAT DOCUMENT SO THAT IT MAY BE MADE A PART OF YOUR MEDICAL RECORD.

BY SIGNING THIS DOCUMENT, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND ITS CONTENTS AND AGREE TO THE POLICY AS DESCRIBED. IF I HAVE INDICATED I WOULD LIKE ADDITIONAL INFORMATION, I ACKNOWLEDGE RECEIPT OF THAT INFORMATION.

BY: _____
(PATIENT'S SIGNATURE)

PATIENT'S LAST NAME: _____ PATIENT'S FIRST NAME: _____ DATE: _____

I ACKNOWLEDGE THAT I HAVE RECEIVED THIS INFORMATION BOTH VERBALLY AND IN WRITING PRIOR TO THE DATE OF MY PROCEDURE AND HAVE READ AND UNDERSTAND ITS CONTENTS AND AGREE TO THE POLICY AS DESCRIBED..

BY: _____
(SIGNATURE)

(PRINT NAME)

RELATIONSHIP TO PATIENT:

- COURT APPOINTED GUARDIAN
- ATTORNEY IN FACT
- HEALTH CARE SURROGATE