

Your Guide To Same Day Surgery



St. Charles Surgery Center



**3501 Harry S. Truman Blvd.
St. Charles, MO 63301
636-757-1970**

www.stcharlessurgerycenter.com

PREPARING FOR SURGERY

Name: _____ Physician: _____

Date of Surgery: _____ Time: _____

Procedure: _____

NOTHING TO EAT AFTER MIDNIGHT
No Coffee, Gum, Hard Candy, or Cigarettes.

ABOUT US

Welcome to St. Charles Surgery Center, a new state-of-the-art facility dedicated to providing a superior outpatient surgery experience. Our center was developed by area physicians to provide their patients high quality, patient-focused outpatient care.

Opened in 2012, St. Charles Surgery Center specializes in outpatient surgical procedures and features two fully equipped, state-of-the-art surgical suites, and one procedure room with the latest medical technologies. Our 5,900 square-foot center is equipped for Ophthalmology Services.

Patients benefit from our state-of-the-art technology, as well as amenities like convenient parking, short waiting times, and a comfortable environment. Our recovery rooms assure your privacy and provide an opportunity for your family to join you shortly after your procedure.

St. Charles Surgery Center offers patients a safe and comfortable environment to receive outpatient surgical care. The physicians and our highly qualified nursing and technical staff strive to exceed your expectations and provide a positive surgical experience.

AMBULATORY SURGERY CENTER BENEFITS

The benefits of having your procedure performed at an ambulatory surgery center include:

- Surgery is performed by your own physician at our facility, assuring you of the same quality of care to which you are accustomed.
- 2 Fully-Equipped Operating Rooms & 1 Procedure Room.
- Accommodate non-english speaking patients.
- Plenty of convenient parking.
- State-of-the-art technology ORA™, LenSx®, and LenStar®.
- Simplified admitting and discharge procedures provide added convenience for the patient.
- The patient's loved ones can benefit from our facility's relaxing, informal setting.
- Realizing that each case is unique, we provide close, personal attention at all times.
- If you require a translator please notify the Surgery Center at least 48 hours prior to your scheduled surgical procedure. We will make every attempt to accommodate you with a translator proficient in your language.

BEFORE SURGERY

The instructions below are provided to patients as general guidelines. Your physician may also provide instructions specific to the procedure being performed.

- A member of the surgical center staff will call you prior to your surgery to obtain health and registration information, and to answer any questions you may have.
- **If you are undergoing anesthesia, (or are unsure if you will be) DO NOT eat or drink anything after midnight the night before your operation, including no gum, hard candy, or cigarettes.**
- You can brush your teeth or rinse your mouth, but don't swallow any water. Failure to do this may result in cancellation of your surgery. Please notify your surgeon if there is a change in your physical condition such as a cold, fever, or respiratory problems.
- **Please arrange for a responsible adult (18 years of age or older) to drive you home after the surgery and stay with you afterward, as needed.** Failure to meet these guidelines could result in the cancellation of your procedure. This person should be prepared to stay at the facility during your procedure. In an effort to accommodate all patients and their family members, we ask that you limit the number of family members in the waiting room.



THE DAY OF SURGERY

The instructions below are provided to patients as general guidelines. Your physician may also provide instructions specific to the procedure being performed.

- Please bring your insurance card with you and a form of photo identification: State Issued ID, Government ID, or Passport.
- If you wear contact lenses or glasses, bring a case for their safekeeping.
- Please remove all makeup & leave jewelry and other valuables at home.
- Wear loose, comfortable clothing.

- Your family is required to wait in our lobby and rejoin you upon discharge.
- If you hold power of attorney or guardianship over a patient, you **MUST** be present the day of surgery & bring a copy of a durable medial POA or Guardianship papers in order to sign consents for that patient.

AFTER YOUR SURGERY

The instructions below are provided to patients as general guidelines. Your physician may also provide instructions specific to the procedure being performed. Please contact the center with any questions.

- You will be taken to the recovery area. You will be offered a light refreshment and snack.
- You will receive written instructions for your care that may include activity, medication, and your follow-up appointment with the surgeon's contact information.
- Plan to be in a recovery area for 15 to 30 minutes following surgery.
- Do not drive, smoke, drink alcoholic beverages or operate machinery for 24 hours, or sign important papers following surgery.
- You will be discharged to your car by wheelchair. If anesthesia has been administered, you must have a responsible adult present to drive you home and to care for you following surgery.
- You will be required to follow-up with your surgeon postoperatively to check on your progress and discuss any questions you may have.
- If you have any unexpected problems, please call the exchange listed on your discharge instructions or your surgeon's office. If you are unable to reach them, please go to the nearest emergency room.

INSURANCE AND PAYMENTS

You will be receiving a phone call or a letter for your expected financial responsibility; this amount will be expected at time of service. Payment arrangement may be made with the business office prior to date of service. If there is a balance after your insurance carrier processes your claim, you will be receiving a statement. We ask that all statements be paid in full at time of receipt. If you have a past balance this must be paid before additional services are performed. Please be aware that outstanding balances are referred to a collection agency after 90 days. Your insurance carrier pays each entity separately; the physician, anesthesia, and our billing for the facility fee.

Financing options are available through Care Credit.
www.carecredit.com for more information.

ANESTHESIA BILLING

Your anesthesia is provided by an anesthesia care team. The team includes a physician anesthesiologist who medically directs a certified registered nurse anesthetist (CRNA). Some insurance providers send ONE bill for anesthesiologist services, while other insurance providers send TWO separate bills (one for the physician anesthesiologist and one for the CRNA). Please note that the TOTAL amount of the anesthesia services is the same whether the anesthesia is administered by a care team or a single provider. Following surgery, you may contact Independent Billing Associates for billing questions at 1-800-243-8422 specifically regarding the anesthesia portion of your care. Billing questions can be answered by calling: 636-757-1970 and asking for the billing department.

PATIENT RIGHTS

- Be treated with respect, consideration and dignity.
- To be free from all forms of abuse or harassment.
- To be fully informed about a treatment or procedure and the expected outcome before the procedure is performed.
- The organization respects the patient's right to receive care in a safe setting.
- To be provided appropriate privacy.
- Appropriate information regarding the absence of malpractice insurance coverage.
- The organization respects the patient's right to refuse care, treatment, or services in accordance with law and regulation. The patient will be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.
- Disclosures and medical records are treated confidentially, and patients are given the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patients are given the opportunity to participate in decisions involving their healthcare, treatment, or services, except when such participation is contraindicated for medical reasons.
- The center involves the patient's family in care, treatment, pain management, or service decisions to the extent permitted by the

patient or surrogate decision-maker, in accordance with law and regulation.

- The center provides the patient, or surrogate decision-maker, with the information about the outcomes of care, treatment, or services that the patient needs in order to participate in current and future health care decisions.
- The center informs the patient, or surrogate decision-maker, about unanticipated outcomes of care, treatment.
- Patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.
- The patient has the right to exercise his or her rights without being subject to coercion, discrimination, reprisal, or interruption of care that could adversely affect the patient.
- The patient has the right to information in a manner tailored to the patient's age, language, and ability to understand.
- Be informed as to the facility's policy regarding advance directives/living wills.
- Patients will have an assessment and regular assessment of pain.
- The patient has the right to be provided with an interpreter and translation services, as necessary.
- To consent or decline to take part in research affecting your care.

If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.

If a state court has not adjudged a patient incompetent, any legal representative designated by the patient, in accordance with the state law, may exercise the patients' rights to the extent allowed by state law.

PATIENT RESPONSIBILITIES

Prior to receiving care, patients are informed of their responsibilities. These responsibilities require the patient to:

- Providing Information. Patients should provide complete and accurate information to the best of his/her ability about his/her present complaints, past illnesses, hospitalizations, medications, or any other matters related to their health.
- Sharing expectations. Patient should provide the organization with information about their expectations of and satisfaction with the organization.
- Asking Questions. Patient should ask questions when they do

not understand their care, treatment or services or what they are expected to do.

- Following Instructions. Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the purposed plan or care, treatment or services.
- Accepting consequences. Patients should accept their share of responsibility for the outcomes of care, treatment, or services if they do not follow the care, treatment or services plan.
- Following policies and procedures. Patients should follow the organizations policies and procedures.
- Showing respect and consideration. Patients should be considerate of the organizations staff and property, as well as other patients and their property.
- Meeting financial commitments. Patients should meet any financial obligation agreed to with the organization.

ADVANCE DIRECTIVES OR LIVING WILL

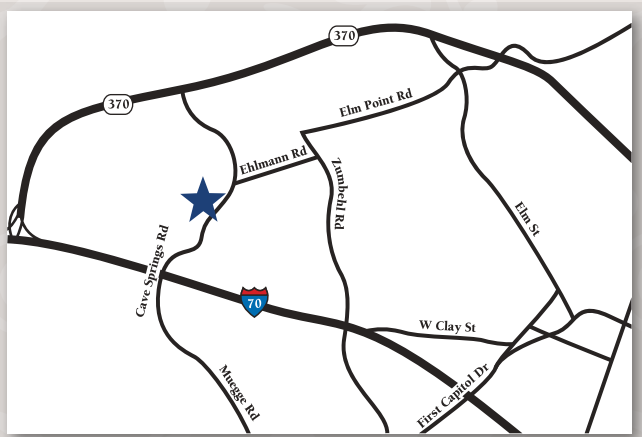
All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decision on their behalf based on the patient's expressed wishes when the patient is unable to make decision or communicate decisions for themselves. St. Charles Surgery Center respects those rights.

Because of the elective nature of your procedure, St. Charles Surgery Center does NOT honor Advance Directives. If you have an advanced directive, we will place that in your chart. In the event of an emergency we will act to employ all life saving measures while you are under our care and arrangements will be made for your transfer to a hospital that will follow your Advance Directive/Living Will.

If you wish to discuss Advance Directives, you may contact your healthcare provider or you can obtain more information about Advance Directives from The Missouri Bar by clicking the following link: <http://www.mobar.org/publications/dpa/>

- You may also download the forms from our website.





DIRECTIONS TO THE FACILITY FROM HWY 70

Traveling West on HWY 70

- Take Cave Springs Exit 225
- Turn right on Cave Springs
- Cave Springs becomes Harry S. Truman Blvd.
- 3501 Harry S. Truman Blvd. is on your left.

Traveling East on HWY 70

- Take Cave Springs Exit 225
- Turn left on Cave Springs
- Cave Springs becomes Harry S. Truman Blvd.
- 3501 Harry S. Truman Blvd. is on your left.

PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance you can contact the facility Administrator by phone at (636) 757-1970 or by mail:

Jill Horack, RN, BSN Executive Director

3501 Harry S Truman Blvd
St. Charles, MO 63301
Phone: (636)-757-1973
jill@stcharlessurgerycenter.com

Missouri Department of Health & Senior Services

P.O. Box 570
Jefferson City, MO 65102-0570
Phone: (573)-751-6400
Fax: (573)-751-6010

The Joint Commission, Washington DC Office

601 13th Street NW
Suite 500 South
Washington, DC 20005
www.jointcommission.org

OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Visit the web site listed above or call 1-800-MEDICARE (1-800-633-4227) for more information, to ask questions, and to submit complaints about Medicare to the Office of the Medicare Ombudsman. TTY users should call 1-877486-2048.

DISCLOSURE OF OWNERSHIP:

The St. Charles Surgery Center, LLC is a Limited Liability Company (LLC), which is owned by:

Joseph A. Clever, M.D. and Eyecare Partners

Thank you for choosing St. Charles Surgery Center, LLC