

Patient's Rights and Responsibilities

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, or physical handicap, personal value and beliefs.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his/her social, religious and psychological well-being.
- Every patient has the right to confidentiality. Has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.
- Every patient has the right to express grievances or complaints without fear of reprisals.
- Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Every patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risk and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- Every patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- Every patient has the right to appropriate treatment and care to include the assessment/management of pain.
- Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore we will not honor Advance Directives.
- Every patient has the right to participate in their health care treatment and decisions.

RESPONSIBILITIES OF THE PATIENT:

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medication and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference, handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Lancaster Specialty Surgery Center employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify Lancaster Specialty Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as Lancaster Specialty Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of Lancaster Specialty Surgery Center.
- Patients are to observe safety and no smoking regulations.

PATIENT COMPLAINT OR GRIEVANCE:

To report a complaint or grievance you may contact the facility Administrator by phone at 740.785.9350 or by mail to the center address.

Complaints and grievances may also be filed through:
State of Ohio Department of Health
246 N. High St.
Columbus, Ohio 43215
1-800-755-4769
www.odh.ohio.gov

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman Online at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Directions to Lancaster Specialty Surgery Center

**3056 Columbus-Lancaster Rd. NW
Lancaster, Ohio 43130
Phone: 740.785.9350
Fax: 740.785.9346**

From the Columbus Area/Northwest

- US-33 East-Take the Lancaster Business Route.
- Stay straight for 2.8 miles
- 3056 Columbus Lancaster Rd. NW is on the left.

From the East

- From US-22/US-40/US-60-Take I-70W to OH-37.
- Take ramp to the right, turn left on OH-37/ Lancaster Rd. SW for 12.6 miles.
- Turn right on Coonpath Rd. NE/CR-31 for 3.7 miles.
- Turn left onto Election House Rd. NW/CR-40 for 1.5miles.
- Turn left to stay on Election House Rd.
- Turn right onto US-33 (Ford/Mazda Dealership on the corner).
- Travel 0.6 miles and 3056 Columbus Lancaster Rd. is on the right.

From the Southeast

- US-33 West toward Logan.
- Keep right onto US-33 Business/CR-33A West for 3.3 miles.
- Keep straight onto South Memorial Drive for 5.5 miles.
- 3056 Columbus Lancaster Rd. NW is on the right.

From the West

- From Circleville area, US-22 East for 20 miles
- Turn left onto North Memorial Drive
- North Memorial Drive becomes Columbus Lancaster Rd. NW.
- 3056 Columbus Lancaster Rd NW is on the right.



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General Information

Lancaster Specialty Surgery Center was established by clinical personnel to offer safe, high-quality surgical care. The Center is licensed by the State of Ohio and accredited by "The Joint Commission".

Specialties

- Orthopedic
- ENT

Before Your Surgery

A nurse from Lancaster Specialty Surgery Center will contact you prior to your surgery to review your health history, medications and pre-operative instructions.

Please notify your surgeon if there is a change in your physical condition such as cold, fever or respiratory problems.

Do not eat or drink anything after midnight the night before your operation, including no hard candy or cigarettes. If your child is the patient, please be careful to monitor this. Also, please follow any other special instructions your surgeon may have given you. Failure to follow these instructions may result in cancellation of your surgery.

Please be sure to tell your surgeon if you are on any type of blood thinners or aspirin. Please do not take any medications after midnight unless instructed by your surgeon or the nurse at our center.

It is extremely important to arrange for a responsible adult to accompany you to Lancaster Specialty Surgery Center and remain with you the first 24 hours after surgery.

Day of Surgery

Wear loose, comfortable clothing that is large enough to accommodate a bandage after surgery. Wear comfortable shoes such as slip-ons.

You will need to change into a surgical gown once in the pre-op area.

Do not wear any jewelry (including body piercing), makeup or cologne. Do not bring any valuables with you other than a photo ID and all insurance cards.

Wearing contact lenses is NOT advised. We provide containers for removable dentures and bridgework.

If your child is having surgery, feel free to bring a favorite stuffed animal or security blanket for added assurance.

After Your 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.**

Your physician will provide post-operative instructions regarding diet, rest, exercise and medications. You will be provided with a written summary of these discharge instructions.

A nurse from Lancaster Specialty Surgery Center will attempt to call you the day after your surgery to check on your progress and discuss any questions you may have. If you have any unexpected problems, please call your doctor. If he/she does not respond, please go to the nearest emergency room.

Advance Directives

- 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. Lancaster Specialty Surgery Center, respects and upholds those rights.
- However, unlike in an acute care hospital setting, Lancaster Specialty Surgery Center, does not routinely perform "high risk" procedures. While no surgery is without risk, the procedures performed in this facility are considered to be of minimal risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risk, 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 treatments 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 facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.
- If you wish to learn more about Advance Directives we can provide you with a copy of the official State of Ohio forms.

Reference: Department of Health and Human Services, Centers for Medicare and Medicaid Services. State Operations Manual, Appendix L-Guidance for Surveyors: Ambulatory Surgical Centers. March 15, 2013:416.50(e).

Helpful Reminders

Please limit the number of family or friends who come with you. Seating is very limited.

If you are driving more than 30 minutes, put one or two pillows in your car so you can elevate the operative extremity.

Females will need to give a urine sample for a pregnancy test pre-operatively.

If you or your family need the services of a foreign-language or hearing impaired interpreter, please call to arrange for one at no cost to you **prior to the day of surgery.**



Billing Information

You will be informed of any anticipated coinsurance and/or deductible due for your surgery during your pre-operative call. You may be asked to pay toward your coinsurance/deductible at time of check-in. We accept cash, checks and major credit cards.

After surgery Lancaster Specialty Surgery Center will submit your bill to your insurance company. You will receive a separate bill from your doctor, anesthesiologist and/or pathologist.

Please do not hesitate to contact our business office with any concerns or questions regarding your coinsurance obligation and/or payment options.

**Thank you for choosing
Lancaster Specialty
Surgery Center.
Please don't hesitate to call
us at 740.785.9350 should you
have any questions.**

DISCLOSURE OF OWNERSHIP: Your physician may have a financial interest in Lancaster Specialty Surgery Center.