

PREPARING FOR SURGERY

1. If you take medications, ask your healthcare provider if you should take them before surgery. If instructed to take the medications, please take with a sip of water.
2. A staff nurse will call you before your procedure with instructions and arrival time. Arrival time is when you are expected to be at Advanced Surgery Center, arrival time is not the start of your procedure. Your arrival time is the time prior to the start of your procedure, this time provides us adequate opportunity to prepare you for your surgery. During this pre-operative preparation you may have an IV started, your medical history will be reviewed, vital signs will be taken, if you are a female in childbearing age a pregnancy screen will be done, if you are having anesthesia for your procedure a member of the anesthesia team will meet with you, and this is the time your doctor will discuss your surgery.
3. It is mandatory that you arrange for a responsible adult to drive you home after surgery and stay with you afterward as needed if you are going to receive anesthesia or sedation. This person should also be available to be at the facility throughout your procedure. We will ask for the name and phone number of your adult companion at the time of registration. If verification of an adult is not available to take you home your procedure could be re-scheduled or delayed. If you are not going to receive anesthesia you will not require an adult to be with you on this day. For patients who have medical transportation services provided you will not have to have an adult with you on the day of your procedure.
4. Do Not Eat or Drink anything after midnight before your procedure, unless directed otherwise. This includes water or other liquids, mints, gum. You can brush your teeth or rinse your mouth but do not swallow any water. If you eat or drink after midnight your surgery may be cancelled.
5. If you smoke or use other tobacco products, quit or cut down a few weeks prior to your surgery.
6. For your safety, please shower/bathe the day of your surgery. This will assist in minimizing the risk of infection.
7. If you are having facial surgery (cosmetic or surgical), please do not have your hair in a pony tail.
8. You need to remove all jewelry and piercings if you are going to have surgery in which an electric cautery machine will be utilized.
9. You may be given additional specific instructions by your physician and/or the nurse during your pre-operative phone screening.
10. If you need to cancel your surgery, we ask that you contact us at 313-582-777 as soon as you are able.
11. If you are scheduled for a colonoscopy, you MUST take the prep ordered by your doctor. Failure to drink preparation on the day prior to your procedure will result in your procedure being re-scheduled. The prep is vital to ensure that your procedure can be appropriately completed.
12. Please note the Advanced Surgery Center is a smoke-free facility as well as the entire Medical Complex.
13. Please leave all valuables at home. Do not wear jewelry on the day of your procedure. Please bring with you a photo ID, and your insurance cards. If you are an Automobile injury patient, please have your attorney information and date of injury ready to provide the registration staff.

BEFORE AND AFTER YOUR PROCEDURE

1. During your pre-operative preparation your nurse/medical assistant will check your temperature, pulse, respiration, and blood pressure and will verify your medical health history provided to the nurse during your pre-surgery phone assessment. You may be asked to change into a patient gown. You may be given pre-operative medications if ordered by your physician.
2. Your anesthesia provider (if anesthesia is scheduled), will review your medical history and your test results (if applicable), and meet with you prior to your procedure.
3. You may choose to have your family/friend join you upon completion of the nursing assessment.
4. When it is time for your surgical procedure, you will be taken to the operating room/procedure room by a surgical nurse and by a member of the anesthesia team. The amount of time for your procedure is dependent upon the procedure that your physician scheduled. The staff will provide an anticipated time for you, but this can vary and is only a guide.
5. After surgery, you will be taken to the recovery room. The registered nurse will monitor your recovery and care for you until your condition allows for your family/friend to join you.

DISCHARGE

1. When your condition meets the discharge criteria for your physician and the Center you will be prepared for discharge.
2. Your nurse will review with you home care instructions with you and your family/friend.
3. You will be provided a discharge summary sheet with your specific follow up instructions. Please refer to this document to ensure you understand the care instructions.
4. If you are an automobile injury patient, you will be asked to sign attestation documents prior to your discharge. Please note this is a requirement.
5. It is imperative that you have an adult drive you home and remain with you as needed for the following 24 hours.

PREVENTION OF SURGICAL SITE INFECTIONS

A surgical site infection (SSI), is an infection that occurs after surgery at the incision site that was made during your procedure. Most patients who have surgery do not develop an infection. However, infections develop in 3% of patients who have surgery. The physicians and staff of Advanced Surgery Center want you to be an informed patient and help us prevent surgical site infection. Please review the following information to help you become more knowledgeable about your care and recovery.

WHAT ARE SOME OF THE PREVENTATIVE ACTIONS TAKEN BY THE STAFF/PHYSICIANS AT ADVANCED SURGERY CENTER?

- * Hands and arms, up to the elbows, are cleaned with an antiseptic agent just before surgery.
- * Before and after the care of each patient, hands are cleaned with an alcohol-based hand rub or soap and water.
- * Electric clippers are utilized instead of razors to remove any hair if needed prior to surgery.
- * Hair covers, masks, gowns and gloves are worn to help keep the area clean.
- * Special soap is utilized to clean the surgical site.
- * If needed a pre-operative antibiotic may be given prior to your surgical procedure.

WHAT CAN YOU DO TO HELP PREVENT SURGICAL SITE INFECTIONS?

BEFORE YOUR SURGERY:

- Tell your physician about other medical problems you may have. Health issues such as diabetes, allergies, and obesity could affect your surgery and after treatment.
- Quit smoking or reduce your consumption. Persons who smoke have a higher incidence of infections.
- Please shower or take a bath the night prior to surgery and the day of with an antiseptic soap.

AFTER YOUR SURGERY:

- Make sure your healthcare providers clean their hands before examining you.
- Family and friends who visit you should not touch your surgical site/wound or your dressing.
- Family/friends should clean their hands before and after visiting.

WHAT YOU NEED BEFORE YOU ARE DISCHARGED FROM ADVANCED SURGERY CENTER

- Before your discharge your doctor or nurse will explain everything, you need to know about taking care of your wound/site before you leave the Center. Be sure you read and understand your discharge instructions.
- Always clean your hands when you come in contact with your wound or dressing.

- Before you go home make sure you know who to contact if you have questions or problems when you get home.
- If you have any symptoms of infection, such as redness and pain at the surgery site, drainage of cloudy fluid from the site, or a fever, call your doctor immediately.
- If you have any questions you can contact the Center at 313-582-7777.

YOUR RIGHTS

In the event you have the need to contact us after hours and it is an emergency please go to your nearest Emergency Room (ER) or call 911. If it is not an emergency, you can call the Center during normal business hours 7AM-5PM.

AT HOME AFTER YOUR SURGERY

It is very important that you follow the discharge instructions that were provided to you after your procedure. Call your doctor for any questions or concerns.

If you received general anesthesia, regional block, or IV sedation, you will need to have a responsible adult to drive you home and stay with you. Please provide the registration staff the name and phone number of the adult who will be driving you home and staying with you.

Anesthesia affects your ability to drive, operate machinery, sign legal documents, make important decisions please refrain from any of these activities for twenty-four hours. Please do not drink any alcoholic beverages for twenty-four hours.

BE SURE TO SCHEDULE A POST-OPERATIVE APPOINTMENT WITH YOUR DOCTOR

A nurse from the Center will contact you after your surgery to inquire on how you are feeling and if you have any questions. This follow up call is not considered telemedicine but is a guide to ensure you understand your follow up care and if you have any questions. The nurse will additionally ask how your experience was and if the Center met your needs. It is our intent to meet and exceed your expectations.

THANK YOU FOR CHOOSING ADVANCED SURGERY CENTER

PATIENT RIGHTS AND RESPONSIBILITIES

Our goal at Advanced Surgery Center is to meet and exceed your health services. Our staff work collaboratively with you and your physician to provide you with the highest standards of care. The Center is designed with your needs as our primary focus. Your privacy, safety and comfort our primary objectives. Please notify any staff member if you or your family members have any special needs that we can assist you with during your stay.

The information provided in this section is our commitment to ensure you understand your rights as a patient. We would like for you to participate in your care and ask any questions you may need clarity. You have the right to be fully informed.

You may refuse treatment at any time during your stay. You will be informed of and will be responsible for the outcomes of your decision to refuse treatment. You can refuse experimental care if applicable.

Your medical record shall always be maintained in a secure and confidential manner. If you have questions regarding your medical record your physician can review any concerns.

RESPECT, DIGNITY AND COMFORT

It is our goal to strive to make your stay comfortable and safe and to exceed your expectations. We respect your privacy. All information regarding your care will be maintained in a confidential manner. Your information may be requested by accreditation agencies, insurance companies, state or federal requests. Your information will not be provided to friends or family without the written consent from you.

The nursing staff is committed to providing comfort to you during your stay, if you have pain or discomfort please let the nurse know so we can address and reduce any discomfort.

SERVICE EXCELLENCE

We at Advance Surgery Center recognize that you have a choice in healthcare providers, and we thank you for your confidence in allowing us to treat your needs. We want to provide peace of mind and a stress-free visit.

We will address all questions or concerns you have and work to resolve each to our fullest capability.

Advanced Surgery Center is credentialed by the American Association for Accreditation of Ambulatory Surgery Facilities, (AAAASF), is a member of Michigan Ambulatory Surgery Association (MASA) and licensed by the State of Michigan Department of Community Health and certified by Centers for Medicare Services (CMS).

If you wish to report a grievance to the Health Department or Medicare, please reference the address/numbers/websites and or phone numbers below. You will not be penalized if you file a complaint.

Michigan Department of Health
Ottawa Building, 1st floor
611 West Ottawa Street
P.O. box 30664
Lansing, Michigan 48909
1-800-882-6006

Medicare Ombudsman
800-MEDICARE (800-633-4227)
<http://www.medicare.gov>

You can also go to the Michigan.gov website, www.michigan.gov. LARA is the department which has oversight for health care facilities. You can utilize the on-line forms to submit a complaint.

If you feel that you are the victim of Medicare Fraud, please refer to the following information to report a claim:

Phone: 1-800-HHS-TIPS (1-800-447-8477)
Email: HHSTTis@oig.hhs.gov

Fax: 1-800-223-8164 limit 10 pages
Mail: Office of Inspector General
HHS TIPS Hotline
P.O. Box 23489
Washington D.C. 20026

If you would like to confirm the license status, verify if there are any open formal complaints or disciplinary actions placed on the licensed personnel/business please refer to the following for you to do your own inquiry.

Process to verify a license in the State of Michigan:

- <http://www.michigan.gov>
- On left hand side click on "Health" section
- Click "Online services"
- Scroll down and click on "verify health professional license"
- You will need to have the name of the person or facility to begin a search.

FINANCIAL INFORMATION

BILLING PROCEDURE

We want to make payment of your account convenient for you by billing your insurance carrier on your behalf. To make this possible, it is necessary for you to supply us with your current insurance information. You need to let the registration member know if you are being covered under a person other than yourself. If this is the situation, please let us know and provide the birthdate of the insured person. Depending upon the insurance company benefits, coverage will be verified with the carrier prior to your procedure. Please note that many insurance providers require pre-authorization prior to surgical procedure. It is important to know your coverage and know if you have benefit coverage. Please take the time to contact your insurance provider and know what your deductible and your co-pay percentage is prior to surgery. Deductible is not the same as co-pay your insurance carrier can explain what to expect. You will be responsible upfront for any applicable co-pays and/or deductibles. Outstanding balances over 90 days will be turned over to a collection agency. To protect your identity, a copy of your photo I.D. and insurance card will be placed in your medical record at the time of registration. Please be advised the photo id and insurance card if applicable will be required at the time of service, failure to present a photo id or ability to validate may necessitate that your procedure is rescheduled.

ANESTHESIA BILLING

Your anesthesia was administered by an anesthesia care team member: A Medical Doctor of Anesthesia (Anesthesiologist) and/or a Certified Registered Nurse Anesthetist (CRNA). As such you should be aware that you will receive a separate bill for services provided by the anesthesia team that is separate and distinct from the facility bill from Advanced Surgery Center. You will be responsible for both bills.

ADDITIONAL BILLING

You may receive a bill from Laboratory services if you had a specimen sent for pathology review.