

PATIENT RIGHTS

- To be informed of your patient rights in advance of care being provided or discontinued.
- Participate in and make informed decisions about your care and pain management, including being able to request or refuse treatment.
- To change provider if other qualified providers are available.
- Have their condition, treatment, pain alternatives and outcomes explained in a manner that they understand. Patients have the right to interpretation services if needed.
- Be provided, to a degree known, complete information concerning your diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to you, the patient, the information is provided to a person designated by you or to a legally authorized person.
- Expect timely and appropriate assessment and treatment of physical pain and emotional or spiritual discomfort.
- Receive safe, high quality, medical care, without discrimination and/or harassment, that is compassionate and respects personal dignity, values, beliefs and preferences and contributes to a positive self-image. To be treated without fear or infliction of mistreatment, neglect, verbal, physical, mental, or sexual abuse.
- You as a patient or your representative may exercise your rights without fear of reprisal.
- Know the name and role of your caregiver (e.g., Doctor, Nurse, Technician, etc.). You have a right to request information and/or credentials about the Physician providing your care. A list of public websites is available upon request.
- Receive information about continuing your health care at the end of your visit.
- Be informed of the provisions for after hours and emergency care.
- Be informed of your right to refuse to participate in experimental research if applicable.
- Receive private and confidential treatments, communications, and medical records, to the extent permitted by law.
- Have your patient disclosures and records treated confidentially. You have the right to be given the opportunity to approve or refuse their release, except when release is required by law.
- Be informed of charges, fees for service, payment policies, receive an explanation of your bill and receive counseling on the availability of known financial resources for health care services.
- Be free from all forms of abuse or harassment.
- Be free from any act of discrimination or reprisal.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Be informed regarding the absence of malpractice coverage, if applicable.
- Have your compliments, concerns, complaints, or grievances addressed. Sharing your concern and/or complaints will not compromise your access to care, treatment and services. You may request a grievance form from the registration staff or your care provider. You may initiate the complaint process and discuss your concerns with the Center’s Executive Director or your physician. Your concerns will be reviewed and you will be given a response to your concerns.

You may contact the Executive Director in person at the time of your visit, by calling 248-265-4610, or report the complaint to:

State of Michigan
Michigan Department of Licensing and Regulatory Affairs
P.O. Box 30664
Lansing, MI 48909
1-800-882-6006

Medicare Beneficiary Ombudsman
1-800-MEDICARE (800-633-4227)
<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

If you feel you are a victim of Medicare Fraud:
Office of the Inspector General
HHS TIPS Hotline
P.O. Box 23489
Washington, DC 20026
Phone: 1-800-447-8477 (HHS-TIPS)
Fax: 1-800-223-8164 (10 pgs or less)
Email: HHSTips@oig.hhs.gov

PATIENT RESPONSIBILITIES

- To behave respectfully toward all health care professionals and staff, as well as other patients and visitors.
- To follow the rules of UnaSource Surgery Center.
- To follow the agreed-upon treatment plan prescribed by your provider and participate in your care.
- To provide, to the best of your knowledge, accurate and complete information about your health, present complaints, past illnesses, hospitalizations, medications including over-the-counter and dietary supplements, allergies, sensitivities and insurance benefits.
- To ask for more information if you have questions about your care, treatment, services or caregivers. It is also your responsibility to report perceived risks in your care and unexpected changes in your condition.
- To ask your care provider when you do not understand medical words or instructions about your plan of care. If you are unable or unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcome of not following your plan of care.
- To notify UnaSource Surgery Center if you have a need to change or cancel your procedure.
- You must have a responsible adult to drive you home after your procedure. Your procedure will be canceled if you do not have a driver. Having a responsible adult accompany you home in a taxi is also acceptable. A responsible adult is to remain with you for 24 hours following your procedure.
- Inform your caregiver about any living will, medical power of attorney, or other directive that could affect your care.
- To tell us how satisfied you are with your care, so that we can resolve your concerns and learn from them.
- To assure that the financial obligations of your healthcare are fulfilled as promptly as possible. Co-pays are expected on day of your procedure. UnaSource Surgery Center will make every effort to validate your Insurance Benefits and to notify you before your procedure date. Ultimate responsibility for Insurance coverage information belongs to the patient and/or legal guardian.
- To abide by the NO SMOKING policy of UnaSource Surgery Center.

ADVANCE DIRECTIVES

Advance Directives are written instructions that tell your physician what kind of care you would like to have if you become unable to make medical decisions. They do not take away your right to decide about your current healthcare needs.

You may call the Center with questions prior to the date of your surgery or talk with someone on the day of your surgery. It will be documented in a prominent part of your medical record whether or not you have executed an advance directive.

- Advance Directives include the following :
- Living Will
 - Life Prolonging Declaration
 - Health Care Representative
 - Appointment of Durable Power of Attorney for Healthcare

UnaSource Surgery Center recognizes Appointment of Healthcare Representative and Durable Power of Attorney for Healthcare. In most cases, we will be able to honor these directives.

In all instances of emergency or life threatening situations, life sustaining treatment will be started; UnaSource Surgery Center will always attempt to resuscitate you and transfer you to a hospital in the event of deterioration. You will be transferred to a hospital and at that time any Advance Directives you have provided to UnaSource Surgery Center will be sent to the hospital with you.

DISCLOSURE OF PHYSICIAN OWNERSHIP

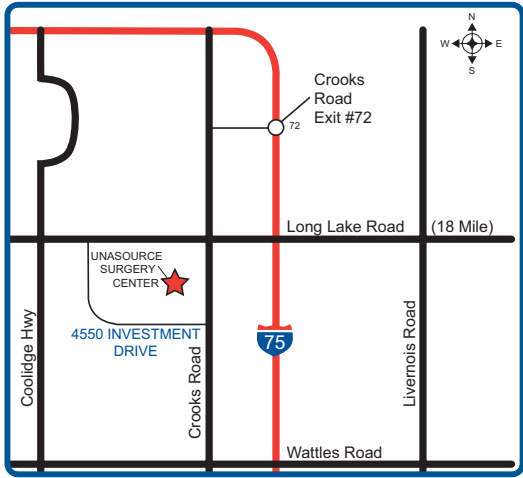
Patients have a right to know if their physician has a financial interest in the Surgery Center.

A “financial interest” means that your physician has an ownership or investment interest through equity, debt or other means in UnaSource Surgery Center. Any physician who has a financial interest in UnaSource Surgery Center is required to inform patients prior to scheduling their procedures/services at the Center. As a patient, you are free to choose UnaSource Surgery Center or any other facility for your procedures/services required, without penalty, subject to any limitations of your health insurance plan.

The following physicians are investors at UnaSource Surgery Center: Dr. W. Brian Acker, Dr. Perry Altman, Dr. Kyle Anderson, Dr. Richard Arden, Dr. James Bicos, Dr. Hassan Alesh, Dr. Christopher Bush, Dr. Christopher Chaput, Dr. Jeffrey Devitt, Dr. Nicholas Dutcheshen, Dr. Christina Endress, Dr. Michael Flierl, Dr. Paul Fortin, Dr. Jason Gilleran, Dr. Allen Grant, Dr. Kevin Grant, Dr. Perry Greene, Dr. Joseph Guettler, Dr. Mark Jacobson, Dr. Ellen Janetzke, Dr. Jad Khalil, Dr. Robert Kohen, Dr. Matthew Kopera, Dr. Sean Matsuzak, Dr. Bruce McIntosh, Dr. Michael Mounayer, Dr. Samuel Mucci, Dr., Dr. John Papakonstantinou, Dr. Daniel Park, Dr. Rajesh Rao, Dr. Rachel Rohde, Dr. Craig Roodbeen, Dr. Ronald Rubenstein, Dr. David Scapini, Dr. Jeff Shapiro, Dr. Paul Shapiro, Dr. Matthew Siskosky, Dr. Gregory Sobol, Dr. Tad Sprunger, Dr. C. Christopher Stroud, Dr. Zachary Vaupel, Dr. Brett Wiater, Dr. J. Michael Wiater, Dr. Michael Yusaf, Dr. Ira Zaltz.



Patient Rights & Responsibilities and Information Guide



Phone: (248) 265-4600
Fax (248) 265-4605
4550 Investment Drive Suite 100
Troy, Michigan 48098

PRIOR TO YOUR DAY OF SURGERY

Prior to your day of surgery, you will receive three phone calls:

- A call from Registration 2 weeks prior to surgery to obtain insurance verification
- A call from a nurse regarding your health history.
- A courtesy call between 3 and 5pm the day before to give you your time of arrival (your surgical time may be altered due to needed changes in the schedule). If you do not receive this call by 5 PM, please call 248-265-4612.

If the doctor requires you to have lab tests, EKG and/or x-rays before surgery, we encourage you to have the tests completed within one (1) week of your surgery date.

Do not take aspirin products or blood thinners (Coumadin, Plavix, etc.). These should be stopped 5-7 days prior to your procedure according to your physician. Please check with prescribing physician for approval.

The UnaSource Surgery Center reception desk is available for service between the hours of 5:30 AM - 4:30 PM Monday through Friday. The Surgery Center is closed on weekends and holidays.

ON THE DAY OF YOUR SURGERY

Do not eat or drink anything after midnight the night before your surgery other than as indicated below.

- Up to three hours before your arrival time, you may drink clear liquids (water, apple juice, 7UP, or black coffee – no cream or sugar). For example, if you are to arrive at 10 a.m. you may have clear liquids up until 7 a.m.
- You may take your daily medications with a sip of water (except as noted by your physician or in your preoperative interview) at any time.

If you are a diabetic:

- Do not take oral diabetic medication the day of surgery.
- Do not take insulin the day of surgery.
- Take your blood sugar in the morning, if you normally do so. (Call the Surgery Center in the morning if you have any questions)
- Bring your insulin to the Center.

Please arrive at the Center at the time specified by the nurse. Preoperative time allows for registration, any preoperative testing, preparation, assessment, and adjustments in the surgery schedule.

Wear loose fitting, comfortable clothing. If you are having shoulder surgery, wear a larger button down top and elastic waist pants.



WHAT TO BRING TO THE CENTER

- Insurance card
- Drivers license or some form of ID
- List of current medications
- Glasses for reading forms
- Contact case and solution
- Hearing Aids
- Inhalers
- If the patient is a child – diaper bag, bottle, toy and/or blanket
- Medications as requested by the nurse during your pre-op call
- A friend or relative to stay on the UnaSource campus during your surgery and then drive you home after your procedure
- **Leave all valuables at home**

DURING YOUR VISIT

Parking is conveniently located on the South and West sides of the building.

Please stop at the reception desk of UnaSource Surgery Center to review and sign your patient consent agreement.

One of our team members will escort you to your room.

Your family/friend may wait for you in the waiting area where there is complimentary coffee and soft drinks, wi-fi and newspapers.

Your nurse will check your temperature, pulse, respiration and blood pressure, and will verify the health history information you previously provided. Preoperative medications may be given to you at this time. You will be asked to change into a gown.

Your anesthesiologist will review your medical history, review your test results (if applicable), do a brief physical exam and discuss your anesthetic with you.

You may choose to have a family member present during your preparation or your family may join you upon completion of the nursing assessment and testing.

Parents will remain with their child until the time of surgery.

When it's time for surgery, a surgical nurse will take you to the operating suite. The amount of time in surgery depends on your particular procedure.

After surgery you will return to your room. The nurses will monitor your recovery and care for you until your condition allows for your family/friend to join you.

Your surgeon will talk to your family member on your progress immediately after surgery.

DISCHARGE

When your condition meets the discharge criteria of your physician and the center, you will be prepared for discharge.

Your nurse will review home care instructions with you and your family/friend, including information about your diet, activity, medications, dressing, pain, follow-up visits, returning to work, shower or bathing, and lifting.

For your safety a family member or friend must drive you home.

You must have a responsible adult stay with you the night of your procedure.

AT HOME AFTER YOUR SURGERY

It is very important that you follow your home care instructions. Call your doctor for any questions or problems.

Due to the effects of anesthesia, you should not drive a car, operate machinery, make important decisions, sign any legal documents, or drink any alcoholic beverages for 24 hours following your surgery.

A nurse from the Center will call you after your surgery to see how you are feeling and to address any questions or concerns. We want to make sure that your recovery progresses well and that you are totally satisfied with our services.

Be sure to schedule a postoperative appointment with your physician.

IF YOU HAVE AN EMERGENCY AFTER THE CENTER IS CLOSED: CALL YOUR PHYSICIAN, GO TO THE NEAREST EMERGENCY ROOM OR CALL 911

OUR BILLING PROCESS

The billing process begins two weeks before the day of your surgery. At this time, a member of our patient registration team will call you to pre-register your insurance information. During the pre-registration call we will gather your insurance information so we can then contact your insurance company to verify your benefits and coverage.

Within two weeks of your day of surgery and after you have been pre-registered, a member of our patient registration team will contact you for payment if your procedure is cosmetic, not covered by insurance, or if you are required to pay a portion of your bill.

Deductibles greater than \$1000 remaining are to be paid before the day of surgery. A member of the patient registration team will call you within two weeks prior to your surgery for payment.

Co-payments are due on the day of surgery.

We accept VISA, MasterCard, Discover, American Express, cashier's checks, and cash.

After your surgery, UnaSource Surgery Center will bill your insurance company. It is important that we send the insurance claims to the correct address. Please bring all your insurance cards with you on your day of surgery so we can verify this information.

UnaSource Surgery Center only bills for services rendered at the facility. Other services related to your surgical experience that you will be billed separately for include: your surgeon, anesthesia team, pathology and durable medical equipment. Additional patient balances may apply to their claims.

Customer service is available when you need it. Dedicated business office personnel will be happy to answer any questions you may have.

For questions regarding your account, please call the business office at [\(248\) 265-4670](tel:2482654670) between the hours of 7:00 a.m. and 4:00 p.m. Monday through Friday.

YOUR MEDICAL RECORDS

Your medical records can be released to you or anyone you authorize by completing the Authorization to Release Information form. You can print this form from our website, or call 248.265.4630 to request a copy. The patient or patient's legal representative must sign and date the consent form. You have the right to revoke authorization at any time by submitting it in writing to the center.

The form can be submitted via USPS, fax 248.265.4635, email medrecords@unasourcesurgery.com or by physically dropping it off at the center. Please include how you would like the records sent. (Please keep in mind that emails sent over the internet may not be secure.)

We strive to meet a 7-10 business day turnaround time but please allow up to 30 days for processing as permissible under HIPAA.

FREQUENTLY ASKED QUESTIONS

1. **Who will be taking care of me?** The Surgery Center staff is among the best in the business, carefully selected for their high level of skills, compassion, and ability to anticipate your needs. Our team includes board-certified anesthesiologists and registered nurses who are certified in a variety of specialized areas to cover all facets of your care.
 2. **When can I eat?** Your nurse will offer you clear liquids when you are fully awake. Depending on your procedure and doctor, you may be able to eat on your way home.
 3. **How long will I be in recovery?** Depending on your anesthetic and your procedure, your recovery time will vary. Most patients are discharged in about 60 minutes.
 4. **Can my family member or significant other leave while I am having my procedure done?** Your family member or significant other must stay on the UnaSource campus during your procedure so that they can speak to your physician after the procedure.
 5. **When can I shower or bathe?** Your doctor will indicate that on your discharge instructions.
 6. **Why do I have to answer the same questions regarding my health history?** You might be asked by the physician's office for your health history. The Surgery Center is independent from the doctor's office and needs to ask the same questions in order to verify pertinent information such as allergies, medications, etc. for the anesthesia department.
 7. **How much will this hurt?** Prior to your procedure we start an intravenous line with a local anesthetic. For most procedures you will receive Tylenol and an anti-inflammatory to increase your comfort after your procedure. Also, our center has many types of pain medications to keep you comfortable while you are here at the UnaSource Surgery Center. You will be asked prior to and after your surgery regarding your pain/comfort level. We are dedicated to providing the best pain relief to our patients.
 8. **How much will this cost?** Insurance coverage and policies change on a regular basis. Contact your insurance company beforehand to verify that your procedure is covered and/or identify how much of the cost is your responsibility. You will be expected to pay deductibles over \$1000 prior to the day of surgery and any co-pays on the day of surgery. You may also receive a bill after surgery for services not covered once the insurance claim has been processed.
- Out of pocket estimates are available upon request. Please contact our Billing Department at [\(248\) 265-4670](tel:2482654670).
- UnaSource Surgery Center only bills for services rendered at the facility. Other services related to your surgical experience that you will be billed separately for include: your surgeon, anesthesia team, pathology, and durable medical equipment. Additional patient balances may apply to their claims.
9. **Is it possible to speak with an anesthesiologist if I have concerns prior to my procedure?** Yes, you may call during our regular hours and request to speak to an anesthesiologist at 248-265-4612
 10. **Are you open on weekends?** No, our reception desk is available for service between the hours of 5:30am - 4:30pm Monday through Friday. The center is closed on weekends and holidays.