

PATIENT RIGHTS

In recognition of the responsibility of the facility to render quality patient care, these patient rights are affirmed within the policies, procedures, and practices of Zanesville Surgery Center. Our staff is dedicated to meeting the healthcare needs of our patients and their significant other with dignity, respect and consideration.

- To receive quality services, regardless of race, color, age, sexual orientation, religion, marital status, sex, disability, national origin, or diagnosis.
- To be provided reasonable access.
- To be provided a secure environment for self and property.
- To be treated with respect, consideration, courtesy, and dignity.
- To have your personal privacy and security maintained.
- To expect that all disclosures and records about your care are treated confidentially, except when otherwise required by law.
- To be given the right to approve or refuse the release of medical records.
- To receive the information necessary to enable informed decision making regarding a treatment process that reflects your needs.
- To have the right, in collaboration with your physician, to make decisions and plans regarding your care. Including the right to participate in the planning process for care, to accept or refuse medical care as permitted by law, to be informed of the medical consequences of such refusal, and to designate a representative decision maker in the event of incapacitation.
- To have all person who have contact with you clearly identified by name, credentials, and function.
- To receive from your physician, information necessary to give informed consent prior to the start of any procedure and/or treatment, except in emergency situations.
- To be believed if you say you have pain and to have that pain managed as effectively as possible
- To receive a timely response to requests for service.
- To expect consideration of your personal values and beliefs, recognizing the psychosocial, spiritual, and cultural values that affect responses to care provided.
- To receive, upon request, a copy of your bill in a timely manner, an explanation of the bill, assistance in filing insurance forms and arranging financial payment options.
- To receive information on Patients Rights, Advance Directives, and Physician Financial Interest in advance of the date of the procedure.

Any questions or concerns about your rights can be directed to a Center representative at 740-455-6300.



QUALITY CARING COMFORT

Mission Statement

Zanesville Surgery Center is committed to the provision of high quality ambulatory health care services for patients, physicians, and the community through an integrated professional, compassionate, and cost effective environment.

PATIENT INFORMATION

Name: _____

Your surgery is scheduled for: ____/____/____

FINAL TIME TO BE DETERMINED BY CENTER STAFF AND GIVEN TO YOU THE DAY BEFORE YOUR SURGERY DURING YOUR PRE-OP PHONE CALL

Phone number: (740) 455-6300 or 1-800-453-6862 *Toll Free (In Ohio only)*

GENERAL INFORMATION

You will find that because the Center specializes in outpatient surgery, our patients enjoy many advantages including personalized service, quality medical care, comfortable and convenient facilities. Established in 1999, the Zanesville Surgery Center is licensed by the state of Ohio, certified by Medicare, accredited by AAAHC and affiliated with most major insurance companies. The Center contains 7 major operating rooms equipped with specialized surgical technology. In addition, there are 3 designated rooms specifically designed for gastrointestinal endoscopic procedures. A recovery area is provided for your post-surgical/procedure care. In the recovery area you will be monitored by professional nursing staff trained in post-surgical/procedural care until discharge. A maximum of two family members may be in the recovery area with you. **One family member should remain in the facility until you have been discharged.** You need to be aware that your physician may be an investor in the center and that you have the option to choose another facility. For further information, please contact the center at 740-455-6300.

PATIENT CONCERNS

A concern can be registered by contacting the center at 740-455-6300 and/or the Ohio Department of Health at 614-995-7466 or Medicare at 800-633-4227

ADVANCE DIRECTIVE

In accordance with Ohio law, the Center must inform you that we are not required to honor and do not honor DNR directives. Our policy for patients with an Advance Directive DNR is to suspend these treatment limitations during your peri-operative stay. In order to assure community service, information, questions, and sample forms regarding Advance Directives can be requested from a facility representative by calling 740-455-6300

ABOUT YOUR BILL

Zanesville Surgery Center is a provider with most major insurance companies. Many health plans require pre-certification for surgical procedures. It is your responsibility to obtain this pre-certification from your insurance company. Usually, your doctor's staff assists you with this process. If pre-certification is not obtained, your medical insurance may not cover the cost of your surgery. **Self-Pay patients are required to make a minimum deposit of \$100.00 prior to their surgery. Past due account balances will require payment prior to pending surgery or procedure. Please contact the center for questions regarding payments and balances.**

After your surgery, you will receive a statement from the Zanesville Surgery Center notifying you that we have submitted our bill to your insurance company for the facility fee. You will receive a separate bill from your physician. If you have received other services, such as anesthesia, x-ray, or laboratory tests, you will be billed separately.

BEFORE YOUR SURGERY

A nurse from the Center will attempt to contact you by phone the day before your surgery to give you the time you need to be at the Center and pre-operative care instructions. A message will be left on your answering machine if you are not at home.

Some general guidelines to assist and prepare for your visit to the Zanesville Surgery Center:

- Bring your driver's license and insurance card(s) with you.
- You will receive specific instructions about eating and drinking the day before your surgery.
- Wear loose fitting, comfortable clothes and slip-on shoes
- Co-payments and deductibles are collected on admission.
- Do not wear any jewelry or make up.
- Do not bring any other valuables with you unless advised to do so.
- If you wear contact lenses, bring your glasses and contact case with you.
- **Arrange for an adult driver to take you home and spend your recovery night with you. If transportation is a problem, your surgery/procedure may be cancelled or rescheduled.**
- If you become ill or begin any new medication prior to your surgery, notify your doctor immediately.
- **Visitors are limited to two (2) per patient in restricted patient care areas. Visitor IDs will be issued at registration.**

AFTER YOUR SURGERY

Plan to rest for the remainder of the day, and expect to be drowsy for several hours after your surgery/procedure. Have an adult with you at home for the first 24 hours to help during your recuperation. You will be given specific discharge instructions. A nurse will review the instructions with you and your family members before you leave the Center.

DIRECTIONS TO THE ZANESVILLE SURGERY CENTER

(From Coshocton/Newark) South on SR 60 to Bell Street. Turn right onto Bell Street. Arrive at 2907 Bell Street (on right)

(West from Cambridge) Take the Maple Avenue Exit, go North on St Rt 60 (Maple Avenue) Turn Left onto Princeton Avenue (at AutoZone). Go to stop sign, turn right onto Bell Street. Arrive at 2907 Bell Street. (on left)

(East from Columbus) 70 East: Take the State Street Exit. Turn Left from ramp. Turn Left at light onto State Street. Follow till dead end. Turn right onto Taylor. Go 2 blocks and turn Left onto Bell Street. Arrive at 2907 Bell Street.

