

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/ managements 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 South Suburban Surgical Suites employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify South Suburban Surgical Suites as soon as possible.
- Patients are responsible for the disposition of their valuables, as South Suburban Surgical Suites does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of South Suburban Surgical Suites.
- 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 219.595.0601 or by mail to the center address.

Complaints and grievances may also be filed through the Indiana Department of Health, Health Care Facility Complaint Department in writing at: 2 North Meridian Street, 4B, Indianapolis, IN 46204 OR by phone at 800-246-8909 or fax at 317-233-7494. www.IN.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 South Suburban Surgical Suites

9200 Calumet Avenue
Suite E-100
Munster, IN 46321-2885
Phone: 219.595.0601
Fax: 219.595.0616

From 80/94

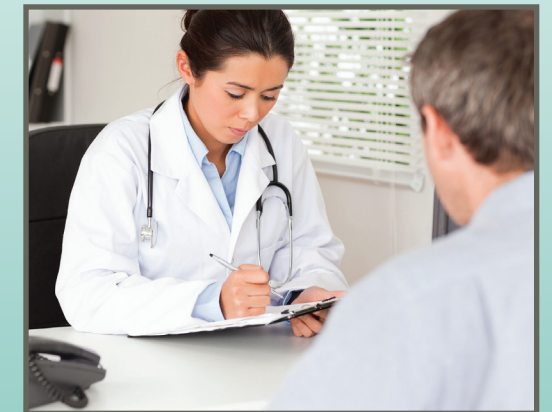
- Take Exit 1 Calumet Ave South
- Turn right onto Fran Lin Parkway (light intersection between Potbelly and Noodles & Co)
- Turn right at the STOP sign
- Make first left into parking lot
- South Suburban Surgical Suites is towards the back of the building on the right

From the South

- Turn onto Calumet Ave going North
- Turn left onto Fran Lin Parkway (light intersection between Potbelly and Noodles & Co)
- Turn right at the STOP sign
- Make first left into parking lot
- South Suburban Surgical Suites is towards the back of the building on the right



GENERAL INFORMATION FOR PATIENTS



9200 Calumet Avenue
Suite E-100
Munster, IN 46321-2885

Phone: 219.595.0601
Fax: 219.595.0616



General Information

South Suburban Surgical Suites is licensed by the State of Indiana and was established by clinical personnel to offer safe, high-quality surgical care.

You will find that because our Center specializes in outpatient surgery, our patients enjoy many advantages including personalized service and excellent medical care.

Before Your Surgery

A nurse from South Suburban Surgical Suites will contact you prior to surgery to review your health history, medications and pre-operative instructions.

You will be contacted the DAY BEFORE SURGERY with your arrival time & review of instructions/directions to our facility.

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

Be sure to notify your surgeon if you are on blood thinners or aspirin.

DO NOT EAT OR DRINK anything after midnight the night before surgery, including hard candies or smoking cigarettes.

Please follow any other instructions your surgeon may have given you. Failure to follow these instructions may result in CANCELLATION of your surgery.

You may continue to take your daily medications UNLESS instructed to HOLD them by your physician or nurse at our facility. If you are UNSURE – CALL to verify!

It is EXTREMELY important to arrange for a responsible adult to accompany you to our surgery center and REMAIN with you the first 24 hours after surgery. You will NOT be allowed to drive yourself or leave alone after a surgical procedure.

Day of Surgery

- **Wear** VERY LOOSE and comfortable clothing that is large enough to accommodate a bandage (and possible brace – depending on your procedure) after surgery. Wear comfortable shoes, such as slip-ons.
- **Remove** all jewelry, makeup, lotions & colognes.
- **Do NOT** shave any part of your body 24 hours prior to surgery. You may shave your face, if you are not having surgery on your face.
- **Bring any CPAP, inhalers, crutches/walkers, slings or braces** as instructed by your surgeon or one of our nurses. Please leave crutches/walker in your car for use when you get home.
- **Bring** glasses/contact cases. We provide containers for removable dentures and bridgework.
- **BRING** PHOTO ID (school ID for children under 16), insurance card & form of payment.

After Your Surgery

You will be discharged to your car by wheelchair. If anesthesia has been administered, you MUST have a responsible adult at least 18 years of age present to drive you home and care for you following surgery.

Your physician will provide post-operative instructions regarding diet, rest, exercise, wound care and post-operative

prescriptions. You will be provided with a written summary of these discharge instructions.

A nurse from South Suburban Surgical Suites 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 complications or issues with your prescriptions, PLEASE call your doctor IMMEDIATELY.

Helpful Reminders

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

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

Plan on being at the center at least HALF THE DAY. Your time here will vary depending on your procedure and individual response to anesthesia.

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 or surgery.**

Please do not forget to bring crutches/walkers/slings/braces, the center does not provide.

Billing Information

Prior to your surgery date, we will attempt to inform you about any coinsurance due for your surgery. Full payment is expected day of surgery. We accept cash, checks and major credit cards. Any remaining amount will be collected after the claim has been processed with a prompt pay discount applied.

After surgery, South Suburban Surgical Suites 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.



DISCLOSURE OF OWNERSHIP:
Your Physician may have financial interest in South Suburban Surgical Suites.