

Patient Information Before Surgery

SOUTHERN SURGERY CENTER, LLC

Southern Surgery Center, LLC was established in 2000 as an orthopaedic outpatient surgery center. In 2002, pain management services were added to the center.

The mission of Southern Surgery Center is to provide a safe, convenient and clean environment where medical practitioners may provide health services to the public. The purpose of the Surgery Center is for the delivery of the highest quality of ambulatory surgical care to the patient, with the resources available, while keeping the cost to the patient at a reasonable level.

Southern Surgery Center has been accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) since 2002. Ambulatory health care organizations seeking accreditation by the AAAHC undergo an extensive onsite, peer-based survey of its facilities and services. Accreditation status means that Southern Surgery Center has passed a series of rigorous and nationally recognized standards for the provision of quality health care, set by the AAAHC. We at Southern Surgery Center are very proud to have achieved the status as an ambulatory surgery center.

PATIENT'S RIGHTS AND RESPONSIBILITIES

PURPOSE: TO ESTABLISH THE SURGERY CENTER'S RECOGNITION OF HUMAN RIGHTS AND RESPONSIBILITIES OF THE PATIENT

A patient or surrogate decision-maker for a patient has the right to:

- Receive care in a respectful and courteous manner regardless of race, creed, sex, national origin, religion, handicap, or source of payment for care.
- Expect privacy concerning his/her medical care. Discussions and consultations of the patient's care as well as examinations, treatments, and medical records are confidential and should be conducted in a discreet manner.
- Know the names of the employees and the medical staff members that treat him/her.
- Be informed and participate in the decisions regarding their medical care and expected outcome; and also refuse treatment as permitted by law.
- Know the provisions the Surgery Center has arranged for handling emergency care and

after-hours care.

- Be informed of rules and regulations that apply to his/her conduct as a patient.
- Prompt and reasonable response by the employees and medical staff of the Surgery Center to requests and questions of a patient for service.
- Be informed by a Medical Staff member or his/her designee of their continuing health care requirements after discharge from the Surgery Center.
- Review his/her bill and receive a detailed explanation of any item on the bill regardless of the payment source. Be informed of the total fees for specific services.
- Express grievances regarding any violation of his/her rights as stated in Mississippi law concerning treatment or care that is furnished (or fails to be furnished) by the health care provider who served him/her, and to the appropriate licensing agency.
- Change providers if other qualified providers are available.

A patient or surrogate decision-maker for a patient has the responsibility to:

- Provide accurate and complete information about present and past medical history including illnesses, hospitalizations, and medications.
 - Report whether he/she completely understands the course of treatment to be provided.
 - Follow the treatment plan recommended by the practitioner responsible for his/her care.
 - Assure the financial obligations for health care are fulfilled appropriately and promptly.
 - Follow Southern Surgery Center's rules and regulations.
 - Be respectful of the property of other persons and the facility.
 - Participate in all aspects of discharge planning
 - Patients are informed of the responsibility to provide a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions.
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PATIENT GRIEVANCES

Every patient, patient representative, or family member, has the right to express disagreement and/or file a grievance without risk of discrimination.

The patient/representative has the right to file a complaint/grievance by contacting:

Southern Surgery Center

Kasey Marin, R.N., *Administrator*

3688 Veterans Memorial Drive, Suite 100 ■ Hattiesburg, MS 39401

Phone: 601-554-7525

MS State Department of Health

Frances Fair, *Bureau Director of Health Facilities Licensure and Certification*

P. O. Box 1700 ■ Jackson, MS 39215-1700

Hot Line: 1-800-227-7308 ■ www.msdh.ms.gov

Medicare Beneficiary Ombudsman

www.medicare.gov ■ Phone: 1-800-633-4227

www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home

- Any complaint or grievance will be documented and referred to the Administrator/Director of Nursing immediately.
 - If a complaint or grievance is substantiated, it will be reported to the state and/or local authority. All grievances concerning patient care provided by Southern Surgery Center will be investigated and a written document on how the grievance was addressed and a written notice of the decision given to the patient.
 - Every patient, patient representative, or family member making a significant complaint or grievance will receive a written and verbal response from the Surgery Center Administrator with the goal of resolving the issue in a timely manner. The process will not lend to discrimination of services rendered to the grievant. Offering a complaint or grievance in no way compromises the patient's future access to the Surgery Center or the level of care they receive.
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ADVANCE DIRECTIVE / LIVING WILL POLICY

In an ambulatory care setting, where we expect to provide less invasive care to patients who are not acutely ill, admission to the Surgery Center indicates the patient will tolerate the procedure in the ambulatory setting without difficulty. If a patient should suffer cardiac or respiratory arrest or any life threatening condition, the patient will be transferred to a more acute level of care, that is, the hospital emergency room.

Procedure:

- If a patient, who is to receive a procedure at the Surgery Center presents the staff with an advance directive/living will, the patient must be advised that the Surgery Center will suspend any advance directives/living will during their perioperative stay.
 - It is the policy of Southern Surgery Center to transfer any patient requiring resuscitation to the hospital. The hospital can determine when to implement the advance directive/living will once the patient or others notify them of the advance directive/living will.
 - It is required by Mississippi law that the provider or facility notifies a patient that it not honor a previously signed advance directive.
 - The policy will be posted in the Surgery Center waiting room.
 - All patients admitted to Southern Surgery Center will be required to read the "Patient Information Before Surgery" brochures which includes the Advance Directive/Living Will Policy.
 - Upon registration to the Surgery Center on the day of surgery, the patient will sign a statement stating that he/she has read the "Patient Information Before Surgery" brochure which includes the Advance Directive/Living Will Policy. This signed statement will become a part of the patient's medical record.
 - Patients who disagree with this policy must address the issue with the attending physician prior to signing the form acknowledging an understanding of the policy regarding advance directives/living will.
 - Southern Surgery Center will offer a copy of the Mississippi Advance Health-Care Directive if the patient requests a form.
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DISCLOSURE OF FINANCIAL INTEREST

The Accreditation Association for Ambulatory Health Care (AAAHC) requires physicians and other health care providers to make certain disclosures to a patient when they refer a patient to another care provider or facility in which the physician has a significant financial interest.

The following physicians have a financial interest in Southern Surgery Center, LLC:

James Antinnes, MD

3688 Veterans Memorial Drive, Suite 200 ■ Hattiesburg, MS 39401

Justin Badon, MD

3688 Veterans Memorial Drive, Suite 200 ■ Hattiesburg, MS 39401

Hunter Berry, MD

3688 Veterans Memorial Drive, Suite 200 ■ Hattiesburg, MS 39401

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3688 Veterans Memorial Drive, Suite 200 ■ Hattiesburg, MS 39401

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