

Patient Guide

Outpatient Surgical Procedures



Comfortable Place, Exceptional Care



Welcome

Thank you for selecting Taylor Station Surgical Center for your surgical procedure. We want to be your partners in care. We will work with you and listen to you when you have questions and concerns. Before your procedure, there are several things you need to know. It is your legal right to receive this important patient information, so please carefully review this booklet.



 **TAYLOR
STATION**
Surgical Center

275 Taylor Station Road
Columbus, Ohio 43213
614-751-4466

*Business office hours are 8 a.m. to 5 p.m.,
Monday through Friday.*



Patient Instructions

A nurse from Taylor Station Surgical Center will contact you before your scheduled procedure to review your medical history and pre-procedure instructions.

There are two ways we can obtain your medical history.

- 1.) Go to our website www.taylorstation.com and complete the “On-line Patient History Form” at the top of the website landing page.
- 2.) Wait for the Nurse to call you approximately 2-3 days prior to your procedure to take the information over the phone.

If you would like to contact us directly, call 614-751-4466 between 8 a.m. and 5 p.m. Monday through Friday.

A representative from registration will also be calling to ask for basic demographics and insurance information. If you would like to call registration directly, call 614-552-0232 between 8 a.m. and 5 p.m. Monday through Friday. We have limited staff on Wednesday.

You will receive a phone call and/or a text message reminding you of your appointment 7 days prior to your procedure. If you do not respond to the phone/text message you will get another reminder in 2 days prior to your appointment. If you have already completed your on-line medical history form disregard the standard message request asking you to do so.

We have two buildings on our campus, when your nurse calls to verify your arrival time and medical history they will tell you what building your procedure will be in. If you are having a colonoscopy or upper endoscopy you will always be in building B.

Taylor Station Surgical Center, LTD (“Taylor Station”) requires each patient having a procedure involving anesthesia to be discharged in the company of a responsible adult and for this person to serve as my driver/caregiver to transport patients home after the procedure.

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Patient Instructions *(continued)*

I acknowledge that I have a responsible adult for purposes of discharge and that this person will serve as my driver/caregiver to transport me and stay with me after returning home from my procedure. I acknowledge that having such a person is required in order to have my procedure at Taylor Station. If no responsible adult is available at discharge for these purposes, I acknowledge that I will be transferred to the hospital to ensure my safety and Taylor Station will not be financially responsible for the cost of the transfer or hospital stay. I also understand public transportation such as a bus, Uber, Lyft or taxi is prohibited unless I am accompanied by my adult driver/caregiver.

You will be asked to sign a transfer agreement upon arrival that, in consideration for the procedure I have requested to be performed, I agree to accept the financial liabilities associated with any hospital stay in the event I do not have a responsible adult available at discharge and to transport me home at my time of discharge. To the fullest extent permitted by applicable law, I hereby release, forever discharge, and covenant not to sue Taylor Station, its affiliated companies, and their respective employees, members, officers, directors, managers, agents, and assigns, of and from all known or unknown claims or causes of action for liability, personal injury, death, pain and suffering, losses, lost wages, back pay, front pay, lost benefits, cost and expenses (including attorney's fees and costs actually incurred), and any other claims or damages of whatsoever kind or nature, either in law or in equity, arising from, connected with or in any way related to my failure to have a responsible adult driver/caregiver transport me home and stay with me following my discharge from Taylor Station.

Pre-procedure Instructions

1. If your physician has ordered pre-admission testing, please complete this one week before your scheduled surgery. We provide all testing we require for your procedure day of surgery.
2. A responsible adult **MUST** accompany you to the surgery center, be available during the procedure, and drive you home afterward. Arrangements must also be made for an adult to stay with you the remainder of the day. Patients under 18 years of age must be accompanied by a parent or legal guardian.
3. Please bring your driver's license or other photo ID, insurance card and any required co-payment or payment.
4. Do not eat or drink anything after midnight the day of your scheduled procedure unless otherwise instructed. This includes water, food, gum, candy, or chewing tobacco. Teeth should be brushed or mouth rinsed, but water should not be swallowed.
5. If you are taking medication, consult with your surgeon concerning dosage for the day of the surgery. Please bring a list of all medications that you are currently taking.
6. We recommend that you refrain from smoking for three days prior to surgery.
7. Please shower or bathe the morning of the surgery. Wear loose, comfortable clothing.
8. Follow all instructions from your physician about cleaning the operative site. Do not wear cosmetics, especially eye make-up, on the day of the surgery. Any jewelry, including body piercings, **MUST** be removed. Do not bring valuables, such as a wallet (except for requirement co-payment or payment), with you.



Children in Our Facility

For their safety and comfort, children should be attended at all times and must remain in the waiting area.

On Admission

1. You will be requested to sign admission and surgery center consent forms. We will also ask to see your insurance card and photo ID. We will collect your patient responsibility at that time.
2. A registered nurse will meet and interview you, and assist you to a preprocedure room. You may be asked to change into a hospital gown. Your personal belongings will be given to your family or responsible caregiver/driver while you are in surgery and returned to you when you are discharged. Valuables, such as jewelry or your wallet, should NOT be brought to the center.
3. You will be admitted to a pre-operative area where verification of identity, procedure, and physician will be reviewed, along with the information on your chart.
4. Upon admission you will receive general care instructions and information about potential Anesthesia side effects. You will receive written detailed instructions from your physician for your at-home care, which will be reviewed with you and your family member upon discharge.

Payment & Billing

Insurance Coverage and Payment

Taylor Station Surgical Center is contracted with most major insurance companies; however, contact your insurance company before your procedure to verify coverage.

At the time of service, you will be required to make financial responsibility and 100% of any co-insurance or out of pocket based on your insurance coverage. This co-payment is for the center only and your doctor may require an additional co-payment. You may also get a separate bill from your doctor, anesthesiologist, pathologist, radiologist, cardiologist and/or

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Payment & Billing (continued)

our contracted radiology, cardiology, and durable medical equipment provider services. Your insurance company can answer questions you have about your benefits and co-payments.

Please verify if prior certification is required, certification is not done at the Surgical Center. If certification is required by your insurance plan and not completed in advance of your procedure you will be responsible for the payment if your insurance company denies the claim.

Note: Taylor Station Surgical Center contracts with separate Pathologists, Anesthesiology, Radiologist and Cardiologist groups. These separate entities may not be contracted with your insurance company. In this case, you may be obligated to pay a higher fee for “out-of-network” services.

Self Pay

If you do not have insurance, payment for services is required on the day of surgery. Special consideration may be given on documented financial need. Our Administrative Staff can assist you in the completion of the required forms to qualify for special consideration.

If you have any questions or concerns, contact our Administrative Staff at 614-751-4466.

Advance Directives (Living Will)

During the admission process, you will be asked if you have an Advance Directive (Living Will and/or Durable Power of Attorney for Health Care), and if not, whether you would like information on how to complete one. An Advance Directive is your written instruction for the medical treatment you want in the event that you are unable to communicate your wishes. If you have completed such a document, bring a copy with you for your medical record. A Do Not Resuscitate (DNR) designation is not recognized at this facility during your visit. If you have questions or concerns, contact the center.

If you have a Power of Attorney please bring documentation to the center.

Interpreting Services

Language interpreter services for those needing assistance in speaking or understanding English will be provided by the center at no cost. To arrange for this service, call the center prior to your scheduled procedure.

Satisfaction

Your satisfaction is important to us. If you have any concerns while you are in our care, please talk with your nurse. If the situation is not resolved to your satisfaction, contact the center's Administrator at 614-751-4466 for assistance. After discharge you may receive a Press Ganey Survey to share your experience at the center.

The Ohio Department of Health Complaint Unit phone number is 800-342-0553. Concerns with the safety and quality of care can be reported to The Joint Commission at 800-994-6610 or via The Joint Commission website www.jointcommission.org/GeneralPublic/Complaint/ or by mail to the Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook, Terrace, IL 60181.



Taylor Station Surgical Center, its medical providers and staff strive to provide you with high quality surgical services in a comfortable tobacco/smoke-free environment.

In the interest of providing our patients with all necessary information for informed decision making, this notice is to inform you that your physician may have an investment interest in Taylor Station Surgical Center.

Patient Rights and Responsibilities

A Pledge to Our Patients

In keeping with the Mission of Taylor Station Surgical Center, we are dedicated to meeting your healthcare needs, and to treating you with the respect, dignity, and consideration each person deserves. In your care and treatment you have the right to:

- Be treated with dignity, respect, and consideration;
- Complete confidentiality and to have your personal privacy and safety maintained;
- Receive quality care, regardless of age, race, sex, religion, disability, sexual orientation, diagnosis, or ability to pay;
- Receive care that is respectful of your personal values and beliefs and to participate in the consideration of ethical issues that may arise in your care;

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A Pledge to Our Patients *(continued)*

- Be believed if you say you have pain and to have your pain managed as individually and effectively as possible;
- Receive a timely response to your request for services and to have all persons who have contact with you clearly identified by name and function;
- Receive the information necessary to enable you to make treatment decisions that reflect your needs and to have access to the information contained in your medical record;
- Receive a notice describing how your medical information may be used and disclosed and to request restrictions on specific uses and disclosures of private health information;
- Collaborate with your physician to make decisions regarding your plan of treatment. This includes the right to accept or refuse medical care as permitted by law and to be informed of the medical consequences of such refusal;
- Formulate Advance Directives which may include a Durable Power of Attorney for Health Care and a Living Will;
- Compliance with the current DNR Comfort Care Protocol;
- Be informed about outcomes of care, including unanticipated outcomes;
- Participate in planning for your care after discharge;
- Receive, prior to your procedure or at time of arrival, information on how to express a concern or complaint concerning the quality of your care;
- 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.

Patient Responsibilities

Good health care means that you and/or your family will need to participate in your treatment. As a patient of Taylor Station Surgical Center, you are responsible to:

- Provide accurate information about yourself, your past illnesses, hospitalizations, medications, and other health matters;
- Ask for pain relief when pain first begins and tell your doctor or nurse if pain is not relieved;
- Request additional information or clarification if needed;
- Provide a copy of your written Advance Directives (Living Will or Durable Power of Attorney for Health Care) if you have one and/or inform the center of your DNR status;
- Inform your physician(s) and other caregivers if you anticipate problems in following prescribed treatment;
- Provide necessary information for insurance claims and for working with the surgery center to make payment arrangements, when necessary;
- Understand that we do our best to accommodate your needs and the needs of our other patients;
- Recognize the impact your lifestyle may have on your personal health.

Taylor Station Surgical Center Patient Grievance Procedures

As a Taylor Station Surgical Center patient, you have the right to file a grievance regarding quality of care issues or concerns of premature (early) discharge. We will attempt to resolve any grievance that you might have. To use the formal grievance procedure, submit your grievance in writing to:

**Taylor Station Surgical Center
Grievance Resolution Coordinator
C/O TSSC Director
275 Taylor Station Road
Columbus, Ohio 43213**

We will respond to you in writing to inform you that we have received your grievance within five (5) working days of receipt. We will tell you how we addressed your concern within sixty (60) working days of receiving your written grievance. In some instances, we will need additional time to address your concern. If additional time is needed, we will keep you informed regarding the status of your grievance.

If your concerns have not been addressed to your satisfaction, or if you prefer, you may also choose to contact the Ohio Department of Health, Provider and Consumer Services Unit (PCSU), 246 N. High Street, Columbus, Ohio 43215, or COMPLAINT HOTLINE at 1-800-342-0553, or the Medicare Beneficiary Ombudsman via their website at www.cms.hhs.gov/center/ombudsman.asp. Also available is The Joint Commission website www.jointcommission.org/GeneralPublic/Complaint/ or by mail to the Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook, Terrace, IL 60181.

Infection Prevention

Part of our focus on quality is to ensure your safety and health during your surgical intervention. All people carry germs on their body. These germs can be passed from patient to patient inadvertently. One of the most frequent infections that we are seeing in our society is Methicillin Resistant Staphylococcus Aureus (MRSA).

If you have a history of active MRSA your surgeon will determine the course of treatment to prepare you for surgery. Please notify your surgeon if you have a history of MRSA infection. Please visit our website – www.taylorstation.com – to learn more about infection prevention.

Hand washing, urinary tract infections and surgical site infections

Hand washing is a very important task for you and your family to do to help prevent infections. Your surgeon, nurse and any provider will also wash their hands prior to coming in direct contact with you either inside or outside of your room.

Urinary Tract Infections: If you experience symptoms such as pain in your lower abdomen, fever, bloody urine, frequent urination and burning, inform your nurse or surgeon immediately.

Surgical Site Infections: If you experience unusual pain, redness around the wound and fever, inform your nurse or surgeon immediately.

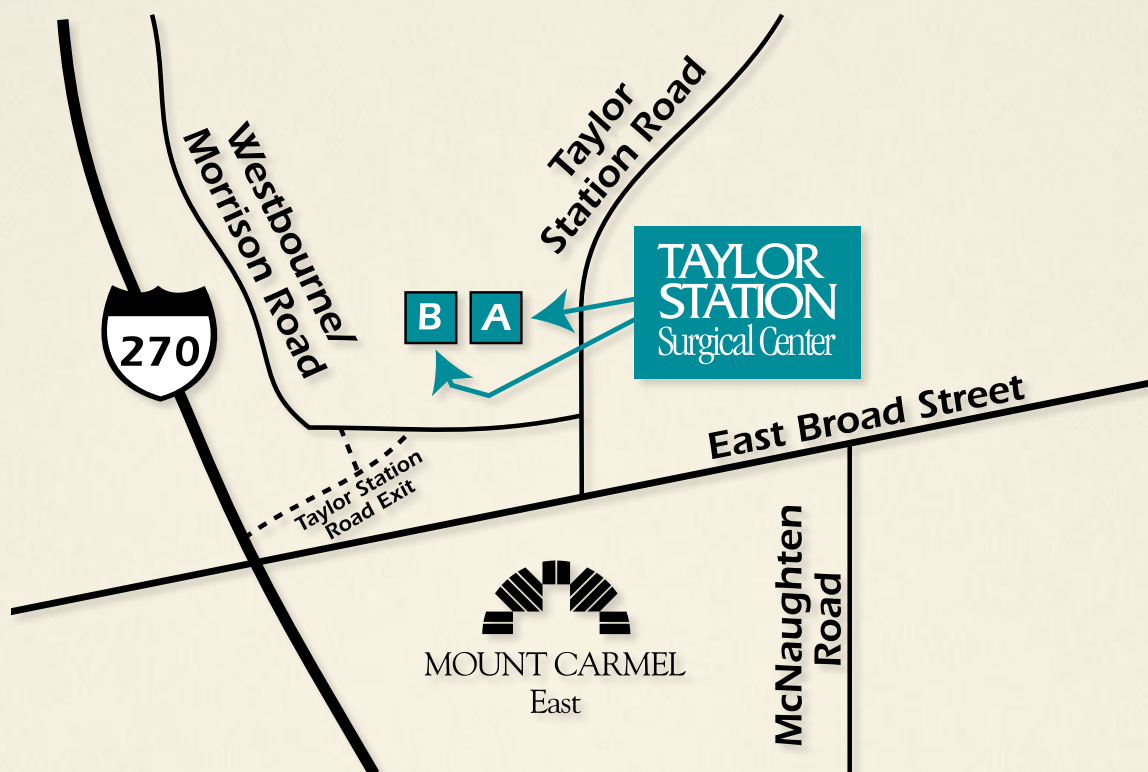


Before Surgery Bathing Instructions

The morning of surgery you should take a shower and put on clean clothes. Once you arrive to the Surgical Center we will have you put on a clean gown and prepare your surgical site. Your surgeon may also recommend you wash with Hibiclens, as a body wash, three days in a row leading up to surgery. This reduces the risk of infection.



Directions



*Taylor Station Surgical Center is located just east of I-270
and north of Mount Carmel East Hospital.*

From I-270 Northbound

From I-270 North, exit at Taylor Station Rd. Follow the exit to the right at Westbourne Avenue. Turn left at stop light (Taylor Station Rd.). The surgical center is on the left.

From I-270 Southbound

From I-270 South, exit at E. Broad St. Turn left at the first light (Taylor Station Rd.). Drive 2 blocks. The surgical center is on the left.

From E. Broad St. (Outside I-270)

Drive West on E. Broad St., towards Columbus. Turn right on Taylor Station Rd. (just before I-270). Drive 2 blocks. The surgical center is on the left.

From E. Broad St. (Inside I-270)

Drive East on E. Broad St. (away from Columbus). Cross over I-270 and turn left on Taylor Station Rd. Drive 2 blocks. The surgical center is on the left.