

Patient's Rights and Responsibilities

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, personal privacy, responsiveness to his/her needs. These rights are regardless of age, race, sex, nationality, religion, cultural or physical handicap, and personal value and beliefs.
- Every patient has the right to receive information in a manner he/she understands.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social, religious, and psychological well-being.
- Every patient has the right to confidentiality. Every patient 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 receive care in a safe setting.
- Every patient has the right to have access, request amendment to and obtain information on disclosures of his or her health information in accordance with law and regulation.
- Every patient has the right to involve their family in care, treatment, services and decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Every patient has the right to express grievances or complaints without fear of reprisals and expect they will be fully investigated.
- Every patient is provided complete information regarding diagnosis, treatment, and prognosis, alternative treatments or procedures and the possible risks, expected outcomes, and side effects associated with treatment before it's performed. In accordance, the patient has the right to give or withhold informed consent.
- Every patient has the right to make decisions regarding 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 including assessment and management of pain.
- Every patient has the right to understand facility charges. Every patient has the right to an explanation of all facility charges related to his/her health care and to be informed of services that are available and the charges for services not covered by third-party payors.
- Every patient has the right to be free from all forms of abuse or harassment.
- Every patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his/her care.
- Every patient has the right to make Advance Directives or to execute Powers of Attorney. Biscayne Plaza Surgery Center's Policy on Advanced Directives is made available to all patients.

RESPONSIBILITIES OF THE PATIENTS:

- 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 advanced directive, medication and other pertinent data.
- Patients agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or 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 Biscayne Plaza Surgery Center employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify Biscayne Plaza Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as Biscayne Plaza Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of Biscayne Plaza Surgery Center.
- 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 (754) 888-5867 or by mail to the center address.

Complaints and grievances may also be filed through the Agency for Health Care Administration, in writing at: 2727 Mahan Drive, Tallahassee, FL 32308 OR by phone at 888.419.3456.

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 Biscayne Plaza Surgery Center

3475 Sheridan Street
Suite 104
Hollywood, FL 33021

From North:

- I-95 South towards Miami
- Take Exit 21 onto Sheridan Street
- Turn Right (going West)
- Go 0.9 miles and the destination will be on your right

From South:

- I-95 North towards Ft. Lauderdale
- Take Exit 21 onto Sheridan Street
- Turn Left (going West)
- Go 0.9 miles and the destination will be on your right

From West:

- 595 East towards Ft. Lauderdale
- Take Exit 10B to merge onto I-95 South towards Miami
- Take Exit 21 onto Sheridan Street
- Turn Right (going West)
- Go 0.9 miles and the destination will be on your right

From East:

- 595 West
- Take Exit 10B to merge onto I-95 South towards Miami
- Take Exit 21 onto Sheridan Street
- Turn Right (going West)
- Go 0.9 miles and the destination will be on your right



BISCAYNE PLAZA
Surgery Center

3475 Sheridan Street
Suite 104
Hollywood, FL 33021

Phone: (754) 888-5867

Fax: (954) 544-5772

www.biscaynesc.com



General Information

Biscayne Plaza Surgery Center is licensed by the State of Florida and was established by clinical personnel to offer safe, high-quality surgical care.

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

Specialties

- Orthopedics
- Podiatry
- Pain Management
- Dermatology
- Spine
- Oculoplastics

Before Your Surgery

A nurse from Biscayne Plaza Surgery Center will contact you prior to your surgery to review your health history, medications and pre-operative instructions.

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

Do not eat or drink anything after midnight the night before your operation, including no hard candy or cigarettes. If your child is the patient, please be careful to monitor this. Also, please follow any other special instructions your surgeon may have given you. Failure to follow these instructions may result in cancellation of your surgery.

Please be sure to tell your surgeon if you are on any type of blood thinners or aspirin. Please do not take any medications after midnight unless instructed by your surgeon or the nurse at our center.

It is extremely important to arrange for a responsible adult to accompany you to the Biscayne Plaza Surgery Center and remain with you the first 24 hours after surgery.

Day of Surgery

Wear loose, comfortable clothing that is large enough to accommodate a bandage after surgery. Wear comfortable shoes such as slip-ons.

You will need to change into a surgical gown once in the pre-op area.

Do not wear any jewelry (including body piercing), makeup or cologne. Do not bring any valuables with you other than a photo ID and all insurance cards.

Wearing contact lenses is NOT advised. We provide containers for removable dentures and bridgework.

If your child is having surgery, feel free to bring a favorite stuffed animal or security blanket for added assurance.

After Your Surgery

You will be discharged to your car by wheelchair. **If anesthesia has been administered, you must have a responsible adult present to drive you home and to care for you following surgery.**

Your physician will provide post-operative instructions regarding diet, rest, exercise and medications. You will be provided with a written summary of these discharge instructions.

A nurse from Biscayne Plaza Surgery Center 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 problems, please call your doctor. If he/she does not respond, please go to the nearest emergency room.

Advance Directives

- All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf when the patient is unable to make or communicate decisions. Biscayne Plaza Surgery Center respects and upholds those rights.
- While no surgery is without risk, the procedures performed in this facility are considered to be of lower risk than those performed at an acute care hospital setting. You will discuss the specifics of your procedure with your physician who can answer your questions as to risk, expected recovery, and care after the surgery.
- It is the policy of Biscayne Plaza Surgery Center, regardless of the contents of any Advance Directive or instructions from a health care surrogate or attorney-in-fact, to initiate resuscitative or other stabilizing measures if an adverse event should occur during your treatment at this facility. You would be transferred to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.
- If you wish to learn more about Advance Directive we can provide you with a copy of the official State of Florida forms.

Reference :Department of Health and Human Services, Centers for Medicare and Medicaid Services, State Operations Manual, Appendix L-Guidance for Surveyors: Ambulatory Surgical Centers. March 15, 2013:416.50(c).

Helpful Reminders

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

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

Females will need to give a urine sample for a pregnancy test pre-operatively.

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 of surgery.**

Billing Information

You will be informed about any coinsurance due for your surgery during your pre-operative call. This amount is due prior to or on the day of your surgery. Please remember to bring a form of payment with you. We accept cash, checks, and major credit cards.

After surgery Biscayne Plaza Surgery Center 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 has a financial interest in Biscayne Plaza Surgery Center.



**Thank you for choosing
Biscayne Plaza Surgery Center.
Please don't hesitate to call us at
(754) 888-5867 should you have
any questions.**