

BLUE RIDGE SURGERY CENTER
an affiliate of **SCA**

*Blue Ridge Surgery Center is proud to be
a SMOKE FREE campus*

ATTENTION:
Log in & complete **ONE MEDICAL PASSPORT**
today at www.blueridgesurgerycenter.com

Page 2 is Intentionally Blank

Blue Ridge Surgery Center is an ambulatory surgery facility. We offer safe, high-quality surgical care. Experienced technicians, nurses and physicians, supplied with the latest technology and equipment, strive to ensure each patient's successful recovery. Our staff is dedicated to giving our patients and families the best care possible.

Welcome 4

Physicians 6

Before Surgery 7

Day of Surgery 8

After Surgery 9

Children Are Special 9

Patient Rights and Responsibilities 10

Insurance and Billing 13

Cosmetic Surgery Fees 14

**Medical Care Decisions and
Advance Directives 14**

IPG Patient Orientation with FAQ 19

Questions 22

Scope of Services 22

Thank You 22

Good hand washing helps prevent the spread of the common cold, respiratory illnesses and viruses. At Blue Ridge, we utilize this practice to keep you and your family safe, and we encourage you to practice good hand washing as well, so that the practice of good hygiene comes full circle.

Welcome

We are delighted you have chosen Blue Ridge Surgery Center for your care. This brochure contains important information regarding your upcoming surgery. Please read it carefully, following the instructions and any additional information given to you by your physician.

Important Patient Information

Online Pre-Surgical History Instructions

Welcome to Blue Ridge Surgery Center. We are very pleased that you and your physician have chosen us to care for you.

To start the pre-surgical assessment process, our center requests that you fill out your medical history online with One Medical Passport.

One Medical Passport is a website that allows you to enter your information at any time from anywhere. You can also print out a copy of your medical history after you create it online and keep it with you or with your other health care documents, as well as have access to it online anytime you need it or want to update it. If you complete your medical history online please enter a valid email address and we will email instructions unless we have questions.

Completing a One Medical Passport medical history online is easy. For most patients, filling out the entire questionnaire takes less than 30 minutes. Please fill out the questionnaire accurately, and be assured that all of your information is kept confidential and will be thoroughly reviewed by your medical team.

We recommend that you enter your medical history online as soon as your surgery has been scheduled. Once you do this, our Pre-Surgical Assessment nurse will be able to access the information you entered online. This information will assist the nurse in organizing and documenting your complete medical history to prepare for your surgery.

Note: If you are not able to complete your history online, please call our Preop nurse between 8:00 and 4:00 at 919-781-4311 as soon as possible to complete your health history. You will still need to have the above information available when you call. Please allow 20-30 minutes for this call.

Be sure to have the following information available before starting your Medical Passport:

- Your health insurance information.
- The names, addresses and phone numbers of your physicians.
- A list of all medications you are taking, their dosage and frequency.
- A list of surgical procedures you have ever had and their approximate dates.

To begin your online Pre-Surgical Assessment,

- 1) Go to our website:
www.blueridgesurgerycenter.com
- 2) Select the "Pre-Register online" quick link on the front page
- 3) Select "Start your online Registration"
- 4) Once you are re-routed to One Medical Passports website, Click "**Register**"
- 5) Complete the registration and medical history

Patient Satisfaction Survey

At Blue Ridge Surgery Center we strive to provide excellent care & achieve a "10" in patient satisfaction.

Each patient, if email address provided, will receive an online survey. We would appreciate your feedback as we try to achieve your responses of "10" in all we do here at Blue Ridge Surgery Center.

We strive to improve our care & services and would like your feedback. If at any time you feel you are not receiving excellent care please have our teammate contact our ADMINISTRATOR or DIRECTOR OF NURSING.

Sincerely,
Your Blue Ridge Team

Physicians

Due to physician investment in this facility, it is required by North Carolina law that we notify you of the alternative facility available to you:

WakeMed Cary Hospital
1900 Kildaire Farm Road • Cary, NC 27518

Your signature on the day of your visit will also confirm that you have been made aware of your physician's ownership interest in this facility, and that you have been provided names and address of alternative facilities should you choose to use them.

The Physicians Listed Below Have a Limited Partnership in Blue Ridge Surgery Center

Robert Alphin, M.D.	Pankaj Gupta, M.D.
William K. Andersen, M.D.	Douglas K. Holmes, M.D.
Edouard F. Armour, M.D.	Kerry E. Hunt, M.D.
Stephen E. Boyce, M.D.	Michael W. Kelly, M.D.
Laura D. Brown, M.D.	Douglas J. Martini, M.D.
Mark S. Brown, M.D.	Sameer Mathur, M.D.
Timothy P. Bukowski, M.D.	Steven J. McMahon, M.D.
Sean T. Canale, M.D.	R. Glen Medders, M.D.
Raymond M. Carroll, M.D.	William R. Meyer, M.D. ,
David A Clark, M.D.	Jeremy J. Miles, M.D.
Mark W. Clarkson, M.D.	Sachin S. Mudvari, M.D.
Grace M. Couchman, M.D.	John K. Park, M.D.
Mark A Curzan, M.D.	James C. Pate, M.D.
Steven H. Dennis, M.D.	Jeevan B. Ramakrishan, M.D.
Kevin M. Doyle, M.D.	Derek L. Reinke, M.D.
William F. Durland Jr., M.D.	Paul S. Riske, M.D.
Demetri Economedes, D.O.	Richard G. Saleeby Jr., M.D.
Bruce G. Fawcett, D.P.M.	Nael Shanti, M.D.
Edgar C. Garrabrant III, M.D.	Brian T. Szura, M.D.
Matthew J. Gerber, M.D.	Frank J. Wessels, M.D.
Douglas L. Gollehon, M.D.	Stanley A Wilkins, M.D.
Nitin Gupta, M.D.	Kirk E. Woelffer, D.P.M.

The facility is open to every qualified physician in the Raleigh area, allowing each patient freedom to choose his/her own physician. You are scheduled for outpatient surgery at the request of the doctor who will perform the surgical procedure.

Before Surgery

Follow these guidelines to help ensure that your operation goes smoothly.

- It is the policy of this surgery center to require each patient to have a family member (or person giving the patient a ride home) to remain in the building at all times while the patient is at the center. Otherwise, your case will be cancelled.
- It is your responsibility to arrange in advance for a responsible adult (18 years or older) to drive you home and remain with you the first 24 hours after surgery. You cannot drive yourself or be left alone.
- Notify your surgeon if there is any change in your physical condition, such as a cold or fever.
- If you wear contact lenses or glasses, bring a case for their safekeeping. We provide containers for any removable dentures or bridgework.
- Do not eat or drink anything after midnight-not even coffee or water. This will reduce the possibility of nausea and vomiting following anesthesia. You may brush your teeth, remembering not to swallow anything. Refrain from the use of mints or chewing gum as well. Failure to follow these rules will result in cancellation of your surgery.
- We will advise you on what medications to take.
- It will be your responsibility to call the surgery center between 2:00 and 4:00 p.m. on the day before your surgery 919-781-4311 opt.1, regardless of any previous surgery times given, to receive your finalized arrival time for surgery. If your surgery is on a Monday, please call on Friday afternoon. If the center is closed for a holiday, please call on the business day before the holiday.

Day of Surgery

- Please bathe or shower prior to your surgery. Remove all makeup, nail polish and hair pieces. Do not use lotions or oils after bathing.
- Please have a support person over the age of 18 who is able to speak English with you on your day of surgery.
- Wear loose, comfortable clothing such as sweat suits and easy-to-button shirts or blouses that are big enough to accommodate a large bandage after surgery. Wear comfortable shoes; no high heels or boots, please.
- Leave all valuables, including jewelry and cash, at home. We cannot be responsible for damaged or lost property. Jewelry cannot be worn during surgery.
- Bring all medications with you on the day of surgery, both prescription and non-prescription.
- Collect all necessary papers from your physician's office. Bring your driver's license and all insurance cards to the center. See the section on insurance and billing.
- Be prepared to sign a form giving your consent for the operation. If the patient is under 18, the parent or legal guardian must accompany the child and sign the consent form.
- Please arrive promptly for your scheduled appointment.
- A nurse will provide you with a gown and a garment bag to store your clothing in before you are escorted to the operating room. We will also check your temperature, blood pressure and pulse and ask you to empty your bladder before surgery.
- Your support person will be asked to wait in our comfortable waiting room where coffee, vending machines and wireless internet access are available.
- Please have all prescriptions received from your surgeon filled prior to your surgery.

After Surgery

- Before you leave the center, you and your caretaker will receive written instructions for your care at home.
- After you have returned home, be sure to follow your doctor's orders regarding diet, rest and medication. Unless directed otherwise, you should start your diet with clear liquids. Gradually you can begin to eat solid foods. By the next day you should be back to your normal diet. It is not unusual to feel a little sleepy or dizzy for several hours after your operation. Do not sign any important papers or make any significant decisions for at least 24 hours.
- A nurse from Blue Ridge Surgery Center will phone you within a few days after your surgery to see how you are and answer any questions you might have.
- Do not drive your car, smoke, drink alcoholic beverages or operate machinery until the day after surgery, or until prescription pain medication is discontinued.

Children

At Blue Ridge Surgery Center, we meet the special needs of children by creating a relaxed, comfortable environment. To make children feel more at home, we encourage them to bring along a favorite toy and/or blanket.

We encourage parents to discuss the surgery with the child to help alleviate unnecessary stress. Parents are able to stay with their child until he or she goes to the operating room and may rejoin the child as soon as he or she awakens. We recommend that one adult drives home while another cares for the child.

Please bring a cup or bottle for small children, to be given to your child after surgery in the recovery room.

Patient Rights and Responsibilities

SCA observes and respects a patient's rights and responsibilities without regard to age, race, color, sex, national origin, religion, culture, physical or mental disability, personal values or belief systems.

You have the right to:

- Considerate, respectful and dignified care and respect for personal values, beliefs and preferences.
- Access to treatment without regard to race, ethnicity, national origin, color, creed/religion, sex, age, mental disability, or physical disability. Any treatment determinations based on a person's physical status or diagnosis will be made on the basis of medical evidence and treatment capability.
- Respect of personal privacy.
- Receive care in a safe and secure environment.
- Exercise your rights without being subjected to discrimination or reprisal.
- Know the identity of persons providing care, treatment or services and, upon request, be informed of the credentials of healthcare providers and, if applicable, the lack of malpractice coverage.
- Expect the center to disclose, when applicable, physician financial interests or ownership in the center.
- Receive assistance when requesting a change in primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- Receive information about health status, diagnosis, the expected prognosis and expected outcomes of care, in terms that can be understood, before a treatment or a procedure is performed.
- Receive information about unanticipated outcomes of care.

- Receive information from the physician about any proposed treatment or procedure as needed in order to give or withhold informed consent.
- Participate in decisions about the care, treatment or services planned and to refuse care, treatment or services, in accordance with law and regulation.
- Be informed, or when appropriate, your representative be informed (as allowed under state law) of your rights in advance of furnishing or discontinuing patient care whenever possible.
- Receive information in a manner tailored to your level of understanding, including provision of interpretative assistance or assistive devices.
- Have family be involved in care, treatment or services decisions to the extent permitted by you or your surrogate decision maker, in accordance with laws and regulations.
- Appropriate assessment and management of pain, information about pain, pain relief measures and participation in pain management decisions.
- Give or withhold informed consent to produce or use recordings, film or other images for purposes other than care, and to request cessation of production of the recordings, films or other images at any time.
- Be informed of and permit or refuse any human experimentation or other research/educational projects affecting care or treatment.
- Confidentiality of all information pertaining to care and stay in the center, including medical records and, except as required by law, the right to approve or refuse the release of your medical records.
- Access to and/or copies of your medical records within a reasonable time frame and the ability to request amendments to your medical records.
- Obtain information on disclosures of health information within a reasonable time frame.

- Have an advance directive, such as a living will or durable power of attorney for healthcare, and be informed as to the center's policy regarding advance directives/living will. Expect the center to provide the state's official advance directive form if requested and where applicable.
- Obtain information concerning fees for services rendered and the center's payment policies.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Expect the center to establish a process for prompt resolution of patients' grievances and to inform each patient whom to contact to file a grievance. Grievances/complaints and suggestions regarding treatment or care that is (or fails to be) furnished may be expressed at any time. Grievances may be lodged with the state agency directly using the contact information provided on page 13.

You are responsible for:

- Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
- Respecting the property of others and the center.
- Identifying any patient safety concerns.
- Observing prescribed rules of the center during your stay and treatment.
- Providing a responsible adult to transport you home from the center and remain with you for 24 hours if required by your provider.
- Reporting whether you clearly understand the planned course of treatment and what is expected of you and asking questions when you do not understand your care, treatment, or service or what you are expected to do.
- Keeping appointments and, when unable to do so for any reason, notifying the center and physician.

- Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in your condition or any other patient health matters.
- Promptly fulfilling your financial obligations to the center, including charges not covered by insurance.
- Payment to center for copies of the medical records you may request.
- Informing your providers about any living will, medical power of attorney, or other advance directive that could affect your care.

You may contact the following entities to express any concerns, complaints or grievances you may have:

Center

Facility Administrator (919) 781-4311
Angela Evans, CEO

State agency

Attn: Rita Horton, Division Contact, North Carolina Department of Health and Human Services, Division of Health Service Regulation Complaint Intake Unit
2711 Mail Service Center • Raleigh, NC 27699
1 (800) 624-3004 (within N.C.) or (919) 855-4500

Medicare

Office of the Medicare Beneficiary Ombudsman:
www.cms.hhs.gov/center/ombudsman.asp

Insurance and Billing

Standard charges have been established for all services at Blue Ridge Surgery Center. The fee for your procedure, supplies, medication, use of equipment and the recovery room will be billed to your insurance company. Charges for anesthesia of surgery and the surgeon are billed separately. An estimate will be given to you prior to surgery, but be aware; additional charges may be applied post-operatively. You will be contacted regarding

any applicable amount due at time of service. Due to the number of insurance plans, it is your responsibility to contact your insurance company if you have a question regarding coverage. Out of pocket charges are expected to be paid on day of surgery unless prior arrangements have been made. After surgery, we file insurance papers for you. We will ask you to sign an "assignment of benefits" form so that the check comes directly to the surgery center. Any amounts not covered by your insurance, deductibles or co-insurance will be collected on day of surgery unless prior arrangements have been made. We accept cash, cashier's checks, money orders, and Visa, MasterCard or Care Credit with credit card approval on the date of payment. Please bring a copy of your insurance card and driver's license. If the facility costs are more than anticipated, you will be billed for the difference. Any overpayment will be refunded after receipt of the insurance payment. The bill will not include the services of your surgeon, anesthesiologist, pathologist or special lab testing. Anesthesia is provided by American Anesthesiology and will be billed separately. Please call **(919) 278-7762 Ext 106** for estimated anesthesia price quotes. American Anesthesiology will submit claims to your insurance company for services rendered. Please contact your insurance company directly with questions due to the constant changing of insurance plans.

Cosmetic Surgery Fees

Fees for cosmetic procedures will be collected prior to surgery.

Medical Care Decisions and Advance Directives

What are my rights?

Who decides about my medical care or treatment?

If you are 18 or older and have the capacity to make and communicate health care decisions, you have the right to make decisions about your medical/mental health treatment. You should talk to your

doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes and no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health/mental health care even if you become unable to make or to express them yourself, you will need an "advance directive."

What is an "advance directive"?

An advance directive is a set of directions you give about the health/mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. One way is called a "living will"; another is called a "health care power of attorney"; and another is called an "advance instruction for mental health treatment."

Do I have an advance directive and what happens if I don't?

Making a living will, a health care power of attorney or an advance instruction for mental health treatment is your choice. If you become unable to make your own decisions and you have no living will, advance instruction for mental health treatment, or a person named to make medical/mental health decisions for you ("health care agent"), your doctor or health/mental health care provider will consult with someone close to you about your care.

Living will

What is a living will?

In North Carolina, a living will is a document that tells others that you want to die a natural death if you are terminally and incurably sick or in a persistent vegetative state from which you will not recover. In a living will, you can direct your doctor not to use heroic treatments that would delay your dying, for example by using a breathing machine (respirator" or "ventilator"), or to stop such treatments if they have been started. You can also direct your doctor not to begin or to stop giving you food and water through a tube ("artificial nutrition or hydration").

Health care power of attorney

What is a health care power of attorney?

In North Carolina, a health care power of attorney is a legal document that allows an individual to empower another with decisions regarding his or her healthcare and medical treatment. Healthcare power of attorney becomes active when a person is unable to make decisions or consciously communicate intentions regarding treatments.

How should I choose a health care agent?

You should choose an adult you trust and discuss your wishes with the person before you put them in writing.

Advance instruction for mental health treatment

What is an advance instruction for mental health treatment?

In North Carolina, an advance instruction for mental health treatment is a legal document that tells doctors and health care providers what mental health treatments you would want and what treatments you would not want, if you later become unable to decide yourself. The designation of a person to make your mental health care decisions, should you be unable to make them yourself, must be established as part of a valid health care power of attorney.

Other questions

How do I make an advance directive?

You must follow several rules when you make a formal living will, health care power of attorney or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the doctor or other provider who may be asked to carry them out. A living will, a health care power of attorney and advance instruction for mental health treatment must be written and signed by you while you are still able to understand your condition and treatment choices

and to make those choices known. Two qualified people must witness all three types of advance directives. The living will and the health care power of attorney also must be notarized.

Are there forms I can use to make an advance directive?

Yes. There is a living will form, a health care power of attorney form and an advance instruction for mental health treatment form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure that your wishes are carried out.

When does an advance directive go into effect?

A living will goes into effect when you are going to die soon and cannot be cured, or when you are in a persistent vegetative state. The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make or to make your own health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make and to make known your choices about mental health treatment. After a doctor determines this, your Health Care Power of Attorney may make treatment decisions for you.

What happens if I change my mind?

You can cancel your living will anytime by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known your decisions, by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make and

make known your decision, by telling your doctor or other provider that you want to cancel it.

Whom should I talk to about an advance directive?

You should talk to those closest to you about an advance directive and your feelings about the health care you would like to receive. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

Where should I keep my advance directive?

Keep a copy in a safe place where your family members can get it. Give copies to your family, your doctor or other health/mental health care provider, your health care agent, and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an advance directive from another state?

An advance directive from another state may not meet all of North Carolina's rules. To be sure about this, you may want to make an advance directive in North Carolina too. Or you could have your lawyer review the advance directive from the other state.

Where can I get more information?

Your health care provider can tell you how to get more information about advance directives by contacting—

**The Blue Ridge Surgery Center
(919) 781-4311**

Developed by the North Carolina Division of Medical Assistance in cooperation with the Department of Human Resources Advisory Panel on Advance Directives 1991. Revised 1999.

NC Department of Health and Human Services