

SURGERY CENTER OF ROCKVILLE

Your Surgery Preparation Guide



*For pre-registration, go to
SCRockville.com and click
on PreOpScreening.com*

2 Choke Cherry Road, Suite 125

Rockville, Maryland 20850

Phone 301.330.8170

Fax 301.330.8171

SCRockville.com



WELCOME

Welcome to the Surgery Center of Rockville. We are pleased that you and your physician have chosen our facility to assist in your care.

Our facility combines a comfortable and relaxed atmosphere with the latest technology.

We are staffed with highly trained perioperative professionals.

We have one goal in mind: to make your surgical experience as easy and pleasant as possible, while providing the highest level of care available.

This brochure should help answer many of the questions you may have regarding your surgery.

If you have a specific concern that is not addressed satisfactorily by the brochure, please feel free to call the Surgery Center of Rockville at 301-330-8170

ONLINE REGISTRATION

To begin your pre-surgical process we need you to register with the center at our website.

We recommend that you enter your medical history online as soon as your surgery has been scheduled.

Once completed our nurses can access this information and effectively prepare your chart for the day of surgery. Be sure to have the following information available before starting your on-line registration:

1. The names and phone numbers of your physicians
2. A list of all the medications you are taking, their dosages and frequency
3. A list of all the surgical procedures you have had and their approximate dates.
4. A list of all allergies and their reactions.

To start the registration process:

1. Go to our website www.SCRockville.com
2. Click on the white box on the bottom of the page labeled Pre-OpScreening.com
3. Click on new patient.

PRIOR TO SURGERY

- **The night before surgery, do not eat or drink anything AFTER MIDNIGHT.** This includes water, gum, vitamins or mints.
- Talk to your doctor if you take Coumadin, Motrin, Aspirin, Ibuprofen, Vitamin E or other blood thinners.
- If you're taking medication for breathing, seizures, heart disease or blood pressure, take them the morning of surgery with a small sip of water. If you use inhalers, bring them with you.
- If you are diabetic, please speak with the physician who prescribes your medication(s) for instructions.
- Stop taking herbal medications and diet drugs at least two weeks prior to surgery.
- We are not responsible for jewelry, money or valuables, so please leave them at home. Bring any co-pay or deductibles due on the day of surgery.
- Your surgeon will discuss your surgery with you and schedule it at the surgery center. Our staff will call you the week prior to surgery and give you pre-operative instructions. Please let your physician's office staff know the best way to reach you by phone.
- **Make sure you gather the following items to bring with you:**
 1. Health Insurance cards.
 2. Identification.
 3. Physician orders, lab results, or any type of Medical Records your physician has requested.
- **If your procedure requires any type of anesthesia, make sure that you arrange to have a family member or responsible adult to drive you home and remain with you for 24 hours after surgery. You will NOT be able to drive yourself home from the surgery center.**
- If you develop an illness prior to surgery such as a cold, fever, persistent cough, or rash, please notify your surgeon immediately.
- Please refrain from smoking, drinking alcoholic beverages or using recreational drugs for at least 24 hours prior to surgery.

DAY OF SURGERY

- Remember not to eat or drink anything in the morning unless you have special instructions from the pre-operative nurse.
- Wear comfortable clothing that you can change in and out of easily and that will not bind the site of your surgery.
- Do not wear contact lenses.
- Remove all body piercings.
- Please leave your jewelry and other valuables at home.
- Please arrive at the surgery center one hour prior to your scheduled surgery time, unless otherwise directed, to complete your pre-operative paperwork. Persons under 18 years of age must have a parent or legal guardian with them to sign the forms.
- The surgery center staff will ask you for a brief medical history.
- A few simple lab tests may be performed at the surgery center the day of surgery if not previously completed. These tests may include a urine pregnancy test for menstruating females and/or a blood sugar check for diabetic patients.
- Anesthesia personnel will meet with you to discuss your anesthesia. They will explain exactly what will happen before, during and after your surgery. They will answer any questions you have prior to proceeding to the operative suite.

AFTER SURGERY

- You will rest in our recovery room, under the care of specially trained nurses. Your anesthesiologist will monitor and be informed of your condition until you are discharged.
- Our staff will answer your questions and give you post-operative instructions as ordered by your physician. You will receive a written copy of these instructions prior to discharge.
- You may be dizzy or sleepy after your surgery, even after spending time in the recovery room. **You must have a responsible adult with you to drive you home and remain with you for 24 hours, in order to be discharged from the recovery room.**
- You may experience some pain and discomfort after surgery. Your physician will provide you with prescribed medication to help you achieve optimal comfort. Your pain will be managed based on the following assessment scale:

0	1-2	3-4	5-6	7-8	9-10
No Pain	Mild Pain	Moderate Pain	Severe Pain	Very Severe Pain	Worst Pain Possible

- If needed, physician will provide prescriptions for medications to be taken after discharge.

RETURNING HOME

- Even though you may feel fine, have someone plan to stay at home with you through the night. Do not make important decisions, consume alcoholic beverages, take medications not prescribed by your physician, or operate machinery during the 24 hour period following your surgery.
- Remember, the recovery process continues even after you have returned home. You may experience minor after-effects such as drowsiness, muscle aches, sore throat, and occasional dizziness or headaches. Nausea may also be present but vomiting is less common. You will begin to feel better within hours, but it may take several days before after effects are gone completely.
- Plan to take it easy for a few days, as the majority of patients do not feel up to resuming their typical activities right away, usually due to general fatigue or surgical discomfort.
- Call your surgeon if you have questions about what you can and cannot do, when you can return to work and to your regular activities. These issues will be discussed with you when receiving your post-operative instructions. If you are unsure, please do not hesitate to call.

SUGGESTIONS FOR CHILDREN

- If your child is having surgery, a nurse will call prior to surgery to discuss special feeding instructions.
- Make sure you bring an extra set of clothes. Bring a well-supplied diaper bag for small children. Also, bring your child's favorite toy, blanket, or bottle to help him or her feel more at ease.
- Be prepared to stay at the surgery center until your child is discharged. When the procedure is completed, you will be allowed in the recovery room as soon as your child is awake.
- Consider making arrangements for another adult to help you drive home. That way, you can focus on your child and give him or her special attention.
- Please visit our website and check out "Olivia Has Surgery" under "If Your Child is Having Surgery." It is a storybook that will take your child step-by-step through his/her surgical experience at our center.

YOUR BILL

- The surgery center’s facility fee includes charges for operating room and recovery room services. This does not include fees for surgeon, anesthesia, pathology, radiology, or laboratory services, which are billed separately.
- After your surgery has been scheduled, please contact The Surgery Center of Rockville’s Business Office at 301.330.8170. This will enable us to clarify any questions you may have regarding charges and insurance.
- As a courtesy to you, we will bill your insurance company. However, you will be responsible for all deductibles and/or co-insurance at the time services are rendered. Please contact the surgery center if you have any questions. We accept Visa, Mastercard, personal checks or cash.
- **We do not accept American Express or DiscoverCard.**

IT’S YOUR RIGHT TO KNOW

As a patient, it is your right to have certain information provided to you prior to your surgical procedure in writing and verbally.

In an ongoing effort to maintain compliance and educate patients, the Surgery Center of Rockville offers the following information to you regarding:

- Ownership Disclosure
- Advance Directives
- Patient’s Rights and Responsibilities
- Grievance Procedure

Please read through this information before your procedure. Contact us directly or speak with your physician about any questions that may arise.

OWNERSHIP DISCLOSURE

We are required by law to disclose our ownership to you. We recognize that you have the right to choose the provider of your healthcare services. We are pleased that you have chosen the Surgery Center of Rockville.

Thank you on behalf of the Physician owners of the Surgery Center of Rockville.

John Bosworth, M.D.	Ernest Hanowell, M.D.
Craig Colliver, M.D.	Renee Moneyhun, M.D.
Ira Fisch, M.D.	Glenn Sandler, M.D.
Barry Greene, M.D.	Michael Siegel, M.D.

Ambulatory Surgical Centers of America

PATIENT'S BILL OF RIGHTS

1. The patient has the right to considerate and respectful care.
2. The patient has the right to and is encouraged to obtain from doctors and other direct caregivers appropriate, current, and understandable information about diagnosis, treatment, and prognosis. Except in emergencies when the patient lacks decision-making ability and the need for treatment is urgent, the patient is entitled to the chance to discuss and request information about specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their risks and benefits. Patients have the right to know the identity of doctors, nurses and others involved in their care, as well as when those involved are students, patients, or other trainees. The patient also has the right to know immediate and long-term financial implications of treatment choices, insofar as they are known.
3. The patient has the right to make decisions about the plan of care before and during treatment. The patient has the right to refuse a recommended treatment or plan of care to the extent allowed by law and center policy and to be informed of the medical consequences of this action. In case of refusal, the patient is entitled to other appropriate care and services that the center provides or transfer to another facility. The center should notify patients of any policy that might affect patient choice within the institution.
4. The patient has the right to have an Advance Directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the center will honor the intent of that directive to the extent permitted by law and center policy. Health care institutions must tell patients of their rights under state law and center policy to make informed medical choices, ask if the patient has an Advance Directive, and include that information in patient records. The patient has the right to timely information about center policy that may limit its ability to implement fully a legally valid advance directive.
5. The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy.
6. The patient has the right to expect that all communications and records related to his/her care will be treated as confidential by the center, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the center will stress the confidentiality of this information when it releases it to any parties entitled to review information in these records.
7. The patient has the right to review the records about his/her care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capacity and policies, the center will make reasonable response to a patient's request for appropriate and medically indicated care and services. The center must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permitted, or when a patient has requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
9. The patient has the right to ask and be informed of business relationships among the center, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
10. The patient has the right to consent to or decline to take part in research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to take part in research or experimentation is entitled to the most effective care that the center can otherwise provide.
11. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by doctors and other caregivers of available and realistic patient care options when center care is no longer appropriate.

PATIENT'S BILL OF RIGHTS (CONTINUED)

12. The patient has the right to be informed of center policies and practices that relate to patient care treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the institution. The patient has the right to be informed of the center's charges for services and available payment methods.
13. In the case of an incompetent patient, as adjudicated by the courts, or by the patient's own choice, a representative with the power to make decisions for the patient shall be considered as the patient's advocate and may exercise these patient rights.
14. The patient has the right to expect to be free from any abuse or harassment. Staff has been trained to avoid abuse of patients and to report it to the proper authorities if it is suspected.
15. The patient has the right to receive care in a safe and effective setting as determined by a reasonable person.
16. The patient has the right to know what patient support services are available to them including access to an interpreter if language is a problem.
17. The patient has the right to receive impartial access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.
18. Patients are informed of their right to change providers if other qualified providers are available.

PATIENT'S RESPONSIBILITIES

The partnership nature of health care requires that patients, or their families/surrogates, take part in their care. The effectiveness of care and patient satisfaction with the treatment depends, in part, on the patient fulfilling certain responsibilities. The following are patient responsibilities:

1. Patients are responsible for providing complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and any hospitalizations. To participate effectively in decision making, patients are responsible for asking for additional information or explanation about their health status or treatment when they do not fully understand information and instructions.
2. Patients are also responsible for ensuring that the health care institution has a copy of their written Advance Directive if they have one.
3. Patients are responsible for telling their doctors and other caregivers if they expect problems following prescribed treatment.
4. Patients should be aware of the center's duty to be reasonably efficient and fair in providing care to other patients and the community. The center's rules and regulations are intended to help the center meet this responsibility. Patients and their families are responsible for making reasonable accommodations to the needs of the center, other patients, medical staff, and center employees.
5. Patients are responsible for giving necessary information for insurance claims and for working with the center to make payment arrangements, when necessary.
6. A person's health depends on much more than health care services. Patients are responsible for recognizing the impact of their lifestyle on their personal health.
7. Patients are responsible for asking their health professional what to expect for pain management, discussing pain relief options and discussing openly any concerns or fears regarding pain management medications.
8. Patients must provide a responsible adult to transfer him/her home from the facility and remain with him/her for 24 hours.

GRIEVANCES AND GRIEVANCE PROCEDURE

- We strive to maintain a professional and compliant atmosphere. The Grievance Procedure is a means for patients to inquire into issues raised and identify whether action needs to be taken to resolve identified issues and prevent recurrence.
- The Facility Administrator will record the grievance complaint and conduct a prompt investigation for quick resolution.
- Any patient and/or support person, visitor, employee, physician, or vendor may lodge a grievance using the Center's procedure formally to voice complaints, resolve disputes, or to bring attention to possible violations of patient rights.
- No person shall be punished or retaliated against for using the Grievance Procedure.
- Any grievances, comments and complaints are to be addressed to the Center Administrator. Complete details and a copy of the Center's Grievance Policy as well as a Grievance form may be obtained by contacting the Center Administrator at:
Phone: 301-330-8170
Email: Admscrv@aol.com
In writing to:
Administrator
Surgery Center of Rockville
2 Choke Cherry Road, Suite 125
Rockville, MD 20850
- You may obtain additional information and / or file a complaint here:
Office of Health Care Quality
Spring Grove Hospital Center
Bland Bryant Building
55 Wade Avenue
Catonsville, Maryland 21228

410-402-8040 Direct Ambulatory Care

http://www.dhmd.maryland.gov/ohcq/faq_help/file_a_complaint.htm

www.medicare.gov/ombudsman/resources.asp

Or call 1-800-MEDICARE (1-800-633-4227)

If you have any questions or comments regarding the content here, you should contact the Administrator by telephone 301-330-8170 or by contacting the listed resources in this brochure.

ADVANCE DIRECTIVE

An Advance Directive helps to assure your religious and personal beliefs will be respected in the healthcare setting. It is a useful document for an adult of any age to plan for future health care needs.

The Surgery Center of Rockville does not honor Advance Directives. **If you have an Advance Directive, please bring it to the center in the unforeseen event of a transfer to another facility. The center always attempts to resuscitate the patient.** Upon request we will provide you with contact information and forms to assist in writing an Advance Directive.

Information can also be obtained at:

Attorney General's Office

200 Saint Paul Place

Baltimore, MD 21202

Phone: 410.576.7000

email: ADForms@oag.state.md.us

www.oag.state.md.us/HealthPol/index.htm

PATIENT INFORMATION

Name

Date of Surgery

Surgeon's Name

Surgeon's Phone Number

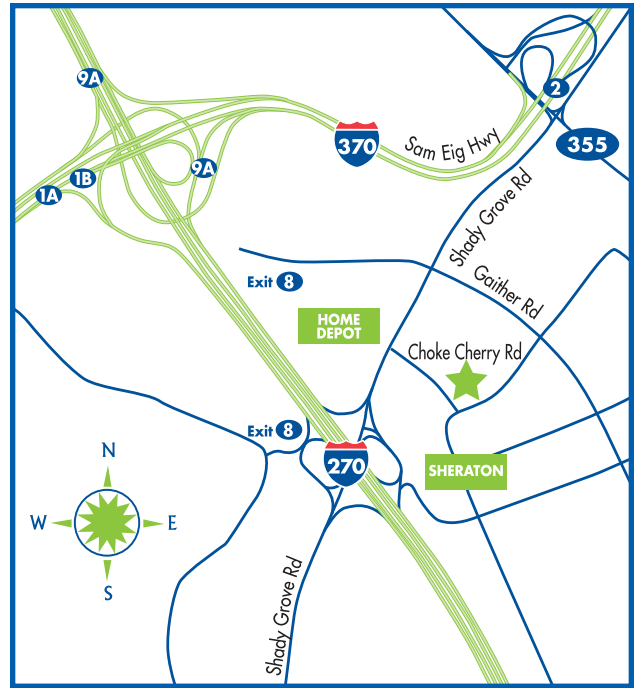
Please arrive at the center at _____ am
_____ pm

If you have not received a call from a pre-operative nurse 24 hours prior to your surgery, please call 301.330.8170.

Special Instructions

Payment will be required at the time of admission which represents that portion of the facility charge not reimbursed by your insurance company. Cash, check, Mastercard and Visa are accepted. If special arrangements are necessary, please call prior to the day of your surgery. We do not accept American Express or DiscoverCard.

WIRELESS INTERNET PROVIDED
for your convenience



Directions

- From Frederick, go to 270 South. Take Exit 8 and make a left onto Shady Grove Road.
- From 495, go to 270 North. Take Exit 8 and make a right onto Shady Grove Road.
- From Shady Grove Road make a right at the light (Home Depot is on the left) on to Choke Cherry Road. Then make the first left and then an immediate right to the Center.
- If coming from 355 you make a left onto Shady Grove Road. Then make a left onto Choke Cherry Road.

2 Choke Cherry Road, Suite 125
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