



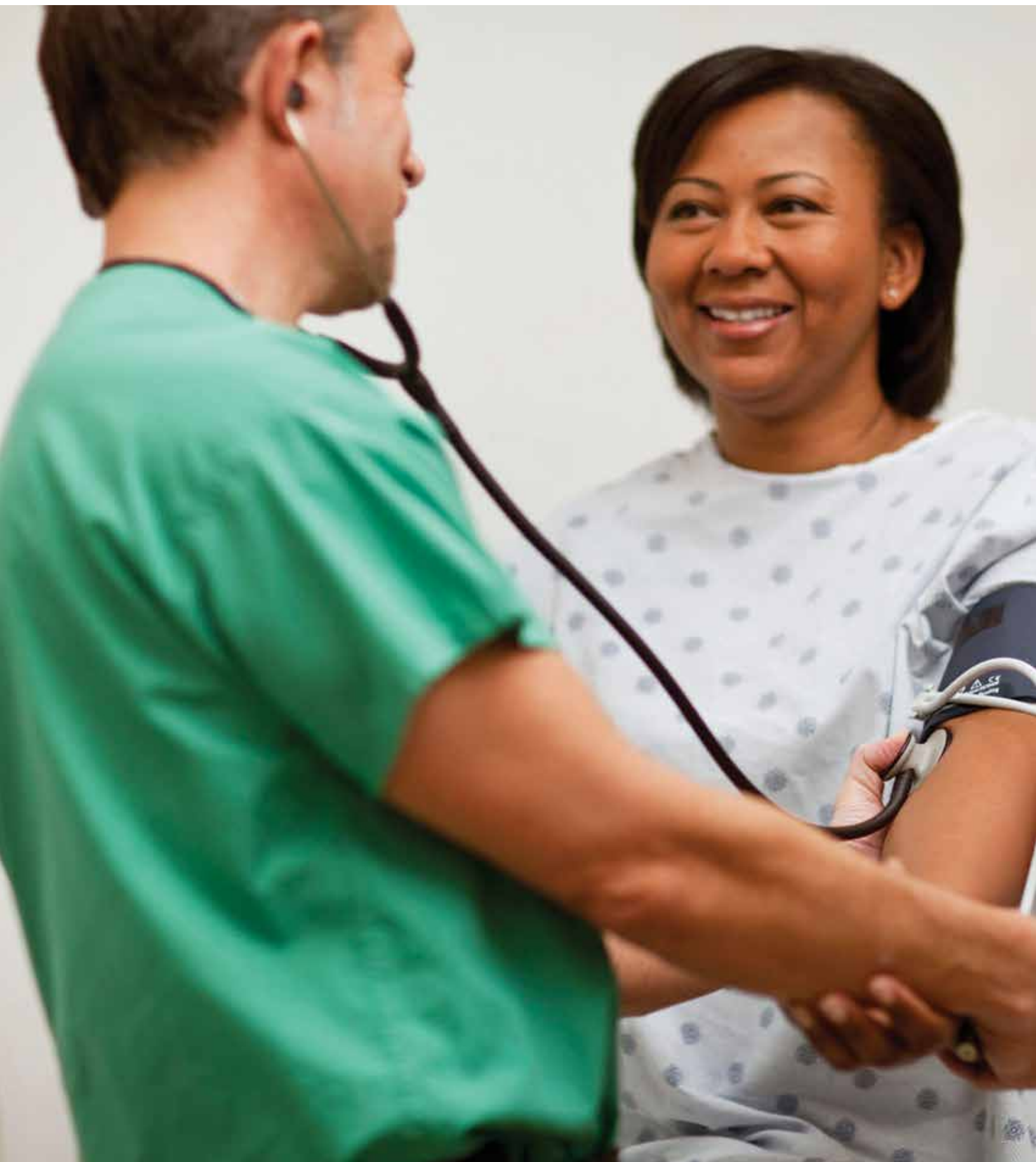
PATIENT RIGHTS AND INFORMATION


GUIDE

**Riverside
Outpatient**

SURGERY CENTER

In partnership with OhioHealth





Thank you for choosing the Riverside Outpatient Surgery Center. We hope this information will help you understand what to expect before, during and after your surgery.

Please read this pamphlet carefully and follow the preoperative instructions.

GENERAL INFORMATION

Hours

The surgery center is open Monday through Friday, 5:30 a.m. to 4:30 p.m..

It is closed on weekends and holidays.

Parking

Parking is free, convenient and handicap-accessible.

Smoking

The surgery center is a non-smoking environment. We advise that you not smoke the day of surgery since it could effect your recovery from anesthesia.

Scheduling

Your physician's office will schedule your surgery and inform you of the **tentative** date and time. If you should become ill at the time of your surgery (such as a cold, sore throat, fever, etc.) or if you think you are pregnant, please notify your physician and/or contact our surgery center at 614.442.6515.

Pre-Surgery

PRE-ADMISSION TESTING

Your provider will inform you if any prior testing is necessary before you arrive at the surgery center. Please request that the pre-admission testing results be sent to the Riverside Outpatient Surgery Center before the date of your procedure. The results may be faxed to us at 614.538.1865.

PRE-SURGERY INSTRUCTIONS/INFORMATION

A registered nurse may contact you one or two business days prior to your procedure to obtain information about your medical history and answer any questions you may have concerning your procedure.

If we are unable to contact you by 4p.m. the business day prior to your surgery, please call our surgery center at 614.442.6515. Please bring any completed forms given to you by your provider.

The billing office will contact you prior to your surgery date to review any remaining balances due or benefit information. Please contact the billing office if you have not received a call 1-2 days prior to your surgery date at 614.442.6515.

Please arrange for a responsible adult to arrive and leave with you from the surgery center. For those patients under the age of 18, a legally responsible adult **must be within 15 minutes of the center and accompany the patient home.**

If your caregiver cannot stay at the surgery center during your surgery, he or she must leave a phone number where he or she can be reached.

If you are taking an alternative transportation, taxi, uber, or lyft home, there must be a responsible person with you other than the taxi driver. You will not be discharged to an alternative transportation alone. If you have no transportation home your surgery will be canceled. If this is a problem, please notify us as soon as possible.

Parents whose children are scheduled for surgery are encouraged to have two adults transport the child home from the center to allow one to drive and the other to care for the child after surgery.

You will need to plan for assistance at home for the first 24 hours after surgery if you have received intravenous or oral sedation and/or general anesthesia.

ADVANCE DIRECTIVE OR LIVING WILLS POLICY

Riverside Outpatient Surgery Center recognizes and respects the rights of patients with decision-making capacity to participate in decisions about their medical treatment, including the right to refuse proposed treatment. In the event the patient lacks decision-making capacity, Riverside Outpatient Surgery Center recognizes and respects the right of patients to decide in advance whether they want to review or refuse medical treatment in accordance with the patient's Advance Directive and State Law.

Riverside Outpatient Surgery Center recognizes that members of the Medical Staff have the primary responsibility for discussing Advance Directive with patients. The Medical Staff's responsibility is to provide information and education to enable individuals to make decisions regarding their Advance Directive in a thoughtful and informed manner.

Riverside Outpatient Surgery Center recognizes and respects the right of patients to decide in advance whether they want to receive or refuse medical treatment in accordance with the patient's Advance Directives and State Law.

Notice of Limitation on the basis of conscience at this facility: In accordance with State laws, all patients undergoing any type of surgery and/or procedure at this facility will be considered eligible for life-sustaining emergency treatment. Anesthetic agents and/or medications have the potential for causing a cardiac or respiratory arrest that is reversible once stopped or metabolized. The Surgery Center's medical staff will always attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration of their medical condition.

NIGHT BEFORE SURGERY

The evening before surgery, you may eat a low-fat meal at dinner. Please do not drink alcoholic beverages, since this may interfere with your anesthesia.

Do not eat anything, including gum or mints after midnight. You may have clear liquids. Clear liquids including carbonated beverages, black coffee, clear tea, fruit juices without pulp and water must be stopped two (2) hours before arrival.

Before the day of surgery, any prescriptions your surgeon has given you should be filled. We recommend that our cosmetics patients prepare their sleeping area with clean linens, and to keep pets away from that area after surgery.

MORNING OF SURGERY

It is important to follow these instructions closely.

- + The morning of surgery, you may bathe, shower, use deodorant and brush your teeth, but do not swallow water. Please do not use perfume.
 - + For our cosmetic patients, please do not wear jeans or leggings. Pajama bottoms and top or loose pants and a shirt that closes in the front are best.
 - + Wear loose-fitting, washable clothing that will not interfere with your incision or dressing.
 - + Please wear easy-fitting shoes. Do not wear high heels or pumps.
 - + Please do not wear make-up, except a moisturizer for your lips, if you wish. Patients having eye surgery will not be required to change into a hospital gown, but should wear a shirt with a wide neck opening or front closing shirt.
 - + Please do not wear any jewelry, including earrings, necklaces or rings. All piercings must be removed.
 - + Bring cases to store your glasses. Please wear glasses instead of contact lenses.
 - + Please leave all cell phones at home or with your caregiver.
 - + For general anesthesia, dentures and/or partials may be removed before surgery. This will be decided by your anesthesiologist. They will be placed in a denture cup and returned to you following surgery.
 - + Be sure to bring insurance information and identification.
 - + If you are instructed by your physician/surgeon to take the morning dose of your medications, take your normal dose on the morning of surgery with only a sip of water.
 - + Bring a complete list of your current medicines. This includes the dosage and frequency of these medications.
- + If you are a diabetic, please do not take your morning dose of insulin or oral hypoglycemic (sugar pill), unless otherwise instructed by your physician. We will check your blood glucose level prior to surgery and again after surgery.
 - + Bring your insulin and/or oral diabetic medication with you.
 - + If you use an inhaler for breathing, please continue to do so, and bring it with you.

DAY OF SURGERY

Your arrival time will depend upon your surgical procedure. Plan to arrive at the surgery center one (1) to two (2) hours before your scheduled surgery time. **The surgery center staff will inform you of the expected arrival time.**

When you arrive at the surgery center, please sign in at the receptionist desk. Your name will be called according to the order of surgeries scheduled, then you will complete admission forms.

In the preoperative area, you will change into a patient gown. Your clothing will be placed in a convenient patient-care bag, and returned to you after surgery. Female patients 50 years or younger will need to give a urine sample. The anesthesiologist will review the plan for your anesthesia, and your surgeon and nurse will answer any questions while preparing you for surgery. The pre-op nurse will review your health history and your medication list, and start your IV. Unless you are having eye surgery, we will bring your family to the pre-op area to sit with you. The OR nurse will come to meet with you before taking you back to surgery.

We Respect You. Please Respect our Associate

We have a policy of Zero tolerance for all forms of physical assault, threatening behavior or verbal abuse in the work setting. This includes but not limited to intimidating presence and harassment of any nature, such as swearing or shouting.

Post-Surgery

AFTER SURGERY/ANESTHESIA

After surgery, you may be taken to the recovery room where you will be closely observed. You will be discharged to a responsible adult when your vital signs are stable and your discharge criteria are met. Eye surgery patients will have a 15 to 30 minute stay in PACU. For our cosmetic patients; We will make you as comfortable as possible. It is not unusual to experience incisional pain, dizziness, nausea and/or a sore throat from the anesthesia up to 24 hours. After general anesthesia, you will be very sleepy and may not remember much of your time in recovery. For this reason we need someone other than yourself to review instructions. Recovery time is usually 1-2 hours but may seem like 5 minutes. You may begin sipping liquids and then eating light foods when you feel like it. Resume your normal medications. Avoid the use of alcoholic beverages during your use of pain medication. Please plan for assistance at home the first 24 hours after surgery.

Your surgeon will provide written instructions for your care at home, activity level and prescriptions. Your nurse will review the physician's instructions and prescriptions with you and your care provider.

If you had a local anesthetic injection with no sedation, you will be able to go from the operating room directly to the dressing room to change and then be discharged.

You will need to schedule a follow-up visit at your surgeon's office. If you develop any unusual symptoms as described in your post operative instructions, have difficulty urinating or have any other concerns, please call your surgeon at the phone number on your discharge instruction sheet.

PATIENT RIGHTS AND RESPONSIBILITIES

Our mission at the Riverside Outpatient Surgery Center is to improve the health of those we serve. An important value at our surgery center is that we honor the dignity and worth of each person. To support these philosophies and our commitment to our customers and community, we have a Statement of Patient Rights and Responsibilities.

PATIENT RIGHTS INVOLVE ISSUES SUCH AS:

- + Your mental, social, cultural and spiritual needs.
- + Confidentiality and privacy.
- + The right to full information so you can make the best decisions.
- + Active participation in your care.
- + Living wills and power of attorney documents.
- + Ethics consultation.
- + The right to complain.
- + Organ donation.
- + The right to be free from abuse or harassment.
- + The right to refuse treatment.
- + The right to information about benefits, discomforts, alternatives and other details if you are participating in experimental research.
- + Respectful care.
- + Impartial access to treatment.
- + To know the identity of the practitioner primarily responsible for your care.
- + Reasonable response to your requests and need for treatment.
- + Comfort and dignity in the treatment of your illness or terminal illness.
- + Billing, financial aid and charge information upon request.
- + Support services, such as an interpreter.
- + Answering questions thoroughly about your health and medical history.
- + Asking questions when information is not understood.
- + Cooperating with physicians and surgery center staff.
- + Following all surgery center policies, including those addressing smoking, visiting and other matters.
- + Providing all necessary financial information so the medical bills may be paid.
- + Complete the customer satisfaction survey.

CONTROLLING PAIN & NAUSEA AFTER SURGERY

No two people experience post-surgical pain and nausea the same way. You need to have a conversation with your doctor to discuss a reasonable and safe management plan for after surgery.

There are many types of pain and nausea management options. Most patients successfully manage their post-surgery pain and or nausea by using a "multi-modal approach". This means using a combination of the options listed below in order to reduce or eliminate opioid use after surgery or to control nausea

Post-Operative Pain Management

1. Medicinal Therapy
 - Medications such as Percocet and Oxycodone
 - Non-Opioids such as Tylenol, Motrin, Naproxen, etc.
2. Anesthetic Nerve Block
 - Local Anesthesia
 - Regional Nerve Block
3. Complimentary/Alternative Therapy
 - Ice, elevation, aromatherapy, music, relaxation

Post-Operative Nausea & Vomiting Management

1. Preventable/Rescue Therapy
 - Medications such as Zofran, Fosaprepitant, Decadron and Barhemsys
2. Complimentary/Alternative Therapy
 - Aroma Therapy, Deep Breathing exercises, and chewing gum

While we cannot eliminate your post-surgery pain, and nausea, the goal is to help you achieve a reasonable and tolerable level. Typically, the worst pain is felt in the first 24—48 hours, and then most patients report improvement each day. Getting up and moving around, although painful for the first few minutes, is a great way to reduce pain.

For severe pain not relieved by your pain treatment plan, please contact your surgeon.



SIGN OF INFECTIONS

Let your care team know immediately if you develop any signs of infections such as:

- Fever, pain, fatigue
- Redness, warmth or pain at the surgical incision sites.
- Discolored fluid exiting the surgical wound.

Additional Assistance

FINANCIAL MATTERS

Insurance Verification

A member of our business office will verify insurance information and/or certain financial needs assistance. The Surgery Center fees cover the use of the facility. You will be billed separately for pathology, surgeon and anesthesia services.

BILLING ASSISTANCE

The surgery center will contact you regarding your co-pay or deductible amount prior to the day of your surgery.

As a courtesy, we will bill your primary and secondary insurance carrier or governmental agency directly for the facility charges. If your surgery is not covered by insurance, please call 614.442.6515, option 2 to make financial arrangements.

If you have any questions concerning your insurance coverage or need assistance in coordinating your bill, please call 614.538.0531 or 614.538.0296 Monday through Friday, 8 a.m. to 4:30 p.m.

CUSTOMER SATISFACTION

We would like to sincerely thank you for the opportunity to care for you and hope that your experience with us went as smoothly as possible. Your surgery center experience is important to us. You will receive our Customer Satisfaction Survey in the mail or by email. Your returned survey assures we are continuously improving the patient experience. We like to acknowledge staff for efforts to exceed standards. Please complete and return it at your convenience.

UNIVERSAL PRECAUTIONS

During your stay with us, you may see your healthcare team wearing masks, gloves or protective clothing while caring for you. This is to keep all patients and staff safe and in compliance with government regulations.





OWNERSHIP DISCLOSURE

The Riverside Outpatient Surgery Center is operated in partnership with OhioHealth. The physician who referred you to our Surgery Center may have ownership interest in this facility. You are free to choose another facility in which to receive the services that have been ordered by your physician.

JOINT COMMISSION PUBLIC NOTICE

The Joint Commission conducts periodic unannounced accreditation surveys of the Riverside Outpatient Surgery Center.

The purpose of these surveys is to evaluate the surgery center's compliance with nationally established Joint Commission standards. Survey results are used to determine whether the conditions under which, accreditation should be awarded to the organization.

If you have a safety or quality concern regarding your care, you are encouraged to call the Riverside Outpatient Surgery Center administrator at 614.442.0122 or the Ohio Department of Health at 800.342.0553 or email hccomplaints@odh.ohio.gov. Your complaints are kept confidential and will not compromise your care.

If your safety or quality concerns have not been addressed to your satisfaction, or if you prefer, contact the Joint Commission.

- + At jointcommission.org, using the Report a Patient Safety link in the action center on the homepage of the website
- + By fax to 630.792.5636
- + By mail to Office of Quality & Patient Safety
The Joint Commission
One Renaissance Blvd
Oakland Terrace, IL 60181

MEDICARE BENEFICIARY CMS OMBUDSMAN NOTICE

Information is available on-line: cms.hhs.gov/center/ombudsman.asp or at 1-800-MEDICARE (633.4227) to the public and ASC patients to ensure that Medicare beneficiaries receive information and help they need:

- + To understand their Medicare options
- + To apply their Medicare rights and protections about the Medicare and Medicaid programs
- + To understand prescription drug coverage to coordinate Medicare benefits with other health insurance programs.

The web site also includes information about filing a grievance or complaint.

Speak Up About Your Care

SPEAK UP...

- + If you don't understand something or if something doesn't seem right.
- + If you speak another language and would like a translator.
- + If you need medical forms explained.
- + If you think you're being confused with another patient.
- + If you don't recognize a medicine or think you're about to get the wrong medicine.
- + If you are not getting your medicine or treatment when you should.
- + About your allergies and reactions you've had to medicines.

PAY ATTENTION...

- + Check identification (ID) badges worn by doctors, nurses and other staff.
- + Check the ID badge of anyone who asks to take your newborn baby.
- + Don't be afraid to remind doctors and nurses to wash their hands.

EDUCATE YOURSELF...

- + So you can make well-informed decisions about your care.
- + Ask doctors and nurses about their training and experience treating your condition.
- + Ask for written information about your condition.

- + Find out how long treatment should last, and how you should feel during treatment.
- + Ask for instruction on how to use your medical equipment.

ADVOCATES (FAMILY MEMBERS AND FRIENDS) CAN HELP...

- + Give advice and support—but they should respect your decisions about the care you want.
- + Ask questions, and write down important information and instructions for you.
- + Make sure you get the correct medicines and treatments.
- + Go over the consent form, so you all understand it.
- + Get instructions for follow-up care, and find out who to call if your condition gets worse.

KNOW ABOUT YOUR NEW MEDICINE...

- + Find out how it will help.
- + Ask for information about it, including brand and generic names.
- + Ask about side effects.
- + Find out if it is safe to take with your other medicines and vitamins.
- + Ask for a printed prescription if you can't read the handwriting.
- + Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- + Ask how long it will take the IV to run out.

USE A QUALITY HEALTH CARE ORGANIZATION THAT...

- + Has experience taking care of people with your condition.
- + Your doctor believes has the best care for your condition.
- + Is accredited, meaning it meets certain quality standards.
- + Has a culture that values safety and quality, and works every day to improve care.

PARTICIPATE IN ALL DECISIONS ABOUT YOUR CARE...

- + Discuss each step of your care with your doctor.
- + Don't be afraid to get a second or third opinion.
- + Share your up-to-date list of medicines and vitamins with doctors and nurses.
- + Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

©2018 The Joint Commission | May be copied and distributed | Department of Corporate Communications

Location

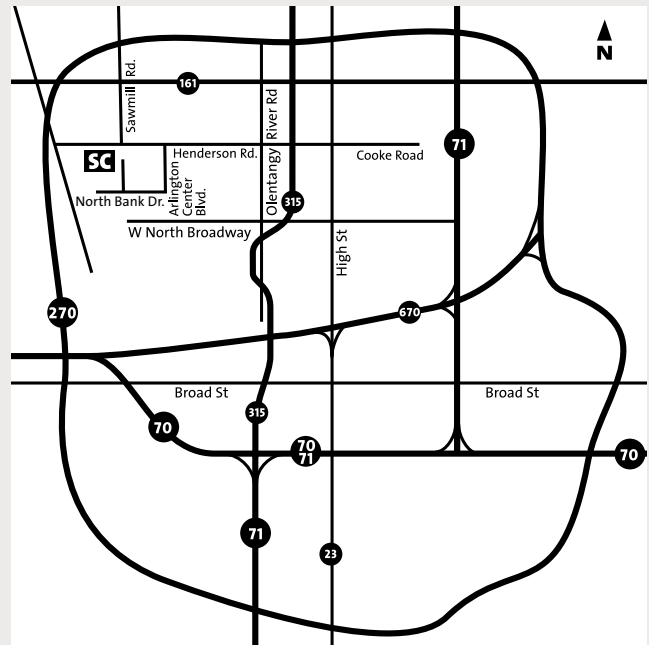
The Riverside Outpatient Surgery Center is located in northwest Columbus (Upper Arlington).

The address is 2240 North Bank Drive, approximately five miles northwest of Riverside Methodist Hospital.

From State Route 315, take the Henderson Road exit. Turn west onto Henderson Road and travel approximately 2.5 miles, then turn south (left) onto Arlington Center Boulevard. Travel one block, then turn right onto North Bank Drive.

From State Route 33, turn east onto Henderson Road. Travel approximately 1.5 miles. Turn south (right) onto Arlington Center Boulevard. Travel one block, turn right onto North Bank Drive.

From Sawmill Road, turn east onto Henderson Road. Travel approximately .7 miles. Turn south (right) onto Arlington Center Boulevard. Travel one block, turn right onto North Bank Drive. After turning right onto North Bank Drive, proceed to the second driveway and turn right at the blue and white Riverside Outpatient Surgery Center sign. The building is located at the end of the driveway. It is a one-story red brick building. Free parking is in the front of the building.



A complete list of your rights and responsibilities is available. If you have concerns about your care, please contact the administrator at the Riverside Outpatient Surgery Center, the Ohio Department of Health at 1 (800) 342.0553.

Riverside Outpatient Surgery Center has a Corporate Compliance Program, in which all staff and physicians participate. This program assures that the business operations of Riverside Outpatient Surgery Center are conducted in accordance with applicable laws and regulations, that employees are educated about these laws and regulations, that operations are monitored to assure compliance and that deviations are reported and corrected appropriately. To discuss compliance issues, please call 614.442.0122.

YOU'LL BE CARED FOR BY AN AWARD WINNING TEAM

Our care and patient experience are award-winning. Year after year, our surgery center accepts both national and local accolades for care, service and expertise.



We Participate in

PressGaney

We obtain patient feedback from Press Ganey surveys. Press Ganey surveys helps our surgery center identify areas where we can improve the quality of care and patient satisfaction.

**Riverside
Outpatient**

SURGERY CENTER

In partnership with OhioHealth

2240 North Bank Drive | Columbus, OH 43220
614.442.6515 | 614.457.1887(fax)