

Ann Arbor Surgical CENTER

710 Avis Drive, Suite 100
Ann Arbor, MI 48108
Phone: 734-719-8900 Fax: 734-719-8901

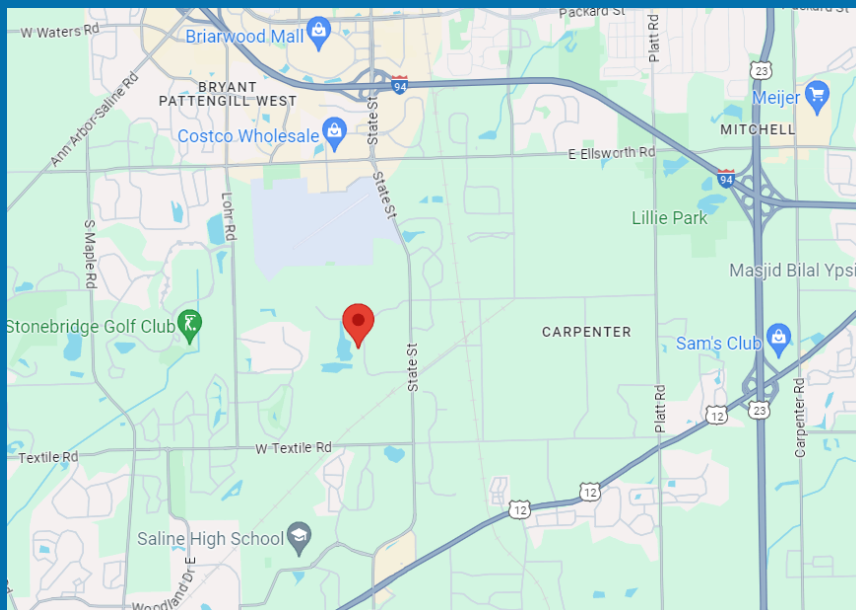
WELCOME

Welcome to Ann Arbor Surgical Center, where our focus is on providing exceptional outpatient care. Equipped with advanced medical technology, we offer a wide range of surgical procedures in a comfortable, patient-centered environment. Our top priorities are ensuring your safety, comfort, and receiving the highest quality care possible. We appreciate the opportunity to serve you and your family.



Arrival time is approximately one hour before surgery. Your surgery start time will be finalized by the Surgery Center. You will be notified by phone 1 – 3 days prior to surgery. **See instructions inside for what to bring and what not to bring.**

DIRECTIONS



From the North: Take 23 S to the I-94 W highway and then take exit 177 onto State St. Continue left on State St until you reach Avis Dr. Turn right onto Avis Dr and you will find 710 Avis Drive on your right.

From the South: Take 23N to the I-94 W highway and then take exit 177 for State St. Turn left onto State St from the exit and continue until you reach Avis Dr. Turn right onto Avis Dr and you will find 710 Avis Drive on your right.

From the West: Take either I-94 E or M-14 E (if you are farther west). If you take I-94 E, you can exit onto State St (exit 177) and then continue right on State St until you reach Avis Dr. Turn right onto Avis Dr and 710 Avis Drive will be on your right. If you take M-14 E, you can merge onto I-94 E and follow the same directions from there.

From the East: Take I-94 W highway and then take exit 177 onto State St. Continue left on State St until you reach Avis Dr. Turn right onto Avis Dr and you will find 710 Avis Drive on your right.

*Ann Arbor Surgical Center entrance is located at the back of the building.

This Brochure will help you prepare for your visit at Ann Arbor Surgical Center. Knowing what to expect can reduce anxiety that sometimes accompanies a scheduled surgery.

PRE-OPERATIVE INFORMATION	REGISTRATION/PRE-OPERATIVE ADMITTING
<p>A staff member will contact you by phone before your scheduled surgery regarding:</p> <ul style="list-style-type: none"> • Time of arrival • Medical history including medications and allergies • Special instructions • Insurance information <p>Please call us between 8:00 am and 2:30 pm at 734-719-8900 if you have not been contacted one day prior to surgery.</p> <p>BEFORE YOUR SURGERY</p> <ul style="list-style-type: none"> • You must arrange to have a responsible adult transport you home and stay with you for 24 hours following surgery. • It is important that your stomach be empty for surgery. Therefore, it's absolutely necessary that you do not eat or drink anything (including water, candy, gum, and cigarettes) after midnight on the night before surgery unless directed by one of our staff members. It is very important for these instructions to be followed or your surgery may be delayed or cancelled. • If you are on blood thinners, including aspirin, or anti-inflammatory medications (such as ibuprofen), you will likely need to discontinue them. Please check with your surgeon. • No alcohol or cigarettes 24 hours prior to surgery. • If you develop a cold, sore throat, or temperature greater than 100° F prior to surgery, please contact your primary care physician. • Stock your refrigerator with things you may want to eat or drink following surgery. • If you need an interpreter, please notify the nurse during your pre-operative phone call. • We encourage you to prepare questions you may want to ask prior to the day of surgery. 	<p>When you arrive at Ann Arbor Surgical Center, the registration staff will verify your insurance information; please bring insurance cards and a driver's license or picture identification with you. We are committed to ensuring correct patient and correct surgery site standards are followed. Several staff members will ask you to repeat your name and procedure, so please be patient and remember that we are doing this to ensure your safety.</p> <p>After you have been registered, you will be escorted to one of our pre-operative areas. During this time, a nurse will prepare you for surgery. An anesthesia provider will also meet with you to discuss the type of anesthesia planned for your procedure. The doctor will see you before your case in the pre-operative area. Any questions or concerns you may have can be addressed at this time.</p> <p>Occasionally, surgery may be delayed due to circumstances beyond our control. Should delays occur, we will keep you informed.</p> <p>After you have met with all the appropriate members of the health care team, you will be escorted back to the operating room. Your caregivers will be updated as necessary during surgery. We encourage all caregivers to remain in the visitor waiting area during procedures or surgery in case a team member needs to contact them.</p> <p>When the procedure is complete, the surgeon will meet with your caregiver to discuss the surgery/procedure. After surgery, you will be taken to the post-operative unit for recovery.</p>
DAY OF SURGERY	AFTER SURGERY
<p>Please bring the following items if you use them:</p> <ul style="list-style-type: none"> • Glasses/case (no contacts) • Inhalers • Hearing aid • Insulin • Leave jewelry and valuables at home, including all body piercings. • Avoid wearing heavy makeup, especially eye makeup. • You may brush your teeth the morning of surgery. • Wear loose fitting, comfortable clothing that you can easily change into, considering you may have bulky bandages. • Shoes easily removed and put on are best. • The Surgery Center does not allow latex balloons. 	<ul style="list-style-type: none"> • Your recovery time depends on the type of surgery or procedure you have. Our nurses will explain your expected individual recovery course to you and your caregiver. • Home instructions will be explained to you and a responsible adult prior to discharge. • You will receive a follow-up call 1-2 business days from a Surgery Center nurse regarding your recovery process. If you have any immediate needs or concerns, please follow instructions on your discharge paperwork. • It is extremely important that the patient follow post-operative instructions. Please call your doctor if you experience unusual redness around the surgical site.

INSURANCE, MEDICARE, AND FEE EXPLANATION

We will file all insurance and Medicare forms for you. For filing purposes, please bring your Medicare and/or insurance cards with you on the day of your procedure. Also, check with your insurance carrier to see if pre-certification or a second opinion are necessary. You must provide Ann Arbor Surgical Center with a valid photo ID and, if this is a worker's compensation procedure, a workers compensation claim number, or an automobile insurance claim number. The facility fee includes the cost of the operating room, supplies, equipment, medication, and recovery room care. If you have questions about this fee, please call our billing department at 734-719-8900. You will receive separate bills for your surgeon, anesthesia provider and any x-ray, lab and/or pathology service related to your procedure(s).

PATIENT RIGHTS AND RESPONSIBILITIES

Ann Arbor Surgical Center presents this information with the expectation that observance of these rights will contribute to a higher level of patient care and greater satisfaction for the patient and the patient's healthcare providers. We have adopted the following lists of patient rights and responsibilities, which include, but are not limited to:

PATIENT RIGHTS

- Exercise these rights without regard to discrimination, the source of payment for his/her care, or fear of abuse, harassment or reprisal.
- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- Receive as much information as may be needed from the physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand in order to give informed consent or to refuse this course of treatment.
- Participate actively in decisions regarding his/her medical care, except when decisions are contradicted for medical reasons. To the extent permitted by law, this includes the right to refuse treatment or be released from Ann Arbor Surgical Center.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment is confidential and shall be conducted discreetly.
- The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to his/her care at Ann Arbor Surgical Center. Please view Notice of Privacy Practices in our lobby which explains how your medical information may be used & disclosed and what rights you have. You may request a copy.
- Reasonable responses to any reasonable request he/she may make for service.
- Leave the Surgery Center even against the advice of his/her physician.
- Information will be made available to patients and staff concerning: Services available at the Surgery Center; Provisions for after-hour and emergency care; Fees for services. Payment policies: Advance Directives, as required by state or federal law and regulations; Ownership in the Center, Credentials of health care professionals; Procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
- Be informed by his/her physician, or a delegate of his/her physician, of the continuing health care requirements following his/her discharge from the Surgery Center. continuing health care requirements following his/her discharge from the Surgery Center.
- Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Be informed that a patient has the right to change their provider if other qualified providers are available.
- File a complaint regarding your care or treatment.

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient him/herself. Therefore, a patient has certain responsibilities as well as rights. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history and other matters relating to his/her health.
- The patient has the responsibility to provide complete and accurate information to the best of his/her ability about any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying Ann Arbor Surgical Center or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in Ann Arbor Surgical Center.
- The patient is responsible for providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- The patient will inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- The patient is responsible for reading and familiarizing him/herself with the patients' rights and responsibilities prior to surgery and signing an acknowledgement of receipt of patients' rights and responsibilities.

FILING SUGGESTION, CONCERNS OR COMPLAINTS

Ann Arbor Surgical Center encourages the communication of suggestions and concerns by patients/visitors. Patients/visitors desiring to file a suggestion, concern or complaint with Ann Arbor Surgical Center concerning any aspect of their care or treatment, please contact:

Ann Arbor Surgical Center
710 Avis Drive, Suite 100
Ann Arbor, MI 48108

Director of Quality & Compliance: (734) 719-8900

FILING COMPLAINTS OR GRIEVANCES TO THE STATE OR FEDERAL AGENCIES

When a problem is experienced with a specific licensed and/or certified facility, you may file your complaint with the Michigan Department of Licensing and Regulatory Affairs, Bureau of Survey and Certification (BSC):

Department of Licensing & Regulatory Affairs
Bureau of Survey and Certification-Complaint Intake Section
PO Box 30838
Lansing, MI 48909
Phone: 1-800-882-6006

Email: LARA-BSC-Complaints@Michigan.gov

<https://www.michigan.gov/lara/bureau-list/bchs/nav-longterm-care/forms/health-facility-complaint-form>

You may also contact the U.S. Dept. of Health Service Beneficiary Ombudsman regarding a Medicare complaint. The following address will provide information and instructions:

Phone: 1-800-Medicare

<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

<https://www.medicare.gov/claims-appeals/how-to-file-a-complaint-grievance>

ADVANCE DIRECTIVES

Patients have a right under Michigan law to execute advance directives, such as Living Wills and Durable Power of Attorney for Health Care Decisions. Additional information regarding advance directives for the State of Michigan is available at:

https://www.michigan.gov/-/media/Project/Websites/lara/healthsystemslicensing/Folder3/mdch_AdvanceDirectivesPamphlet.doc?rev=a1e276c5fe514f63934d6fed6239d436

If you have executed an advance directive, please bring your most recent copy to Ann Arbor Surgical Center on the day of your procedure. As a patient of the Surgery Center, you have the right to make informed decisions regarding your care. These include the right to consent, to reject, and to withdraw consent for medical procedures. Please note: It is the policy of Ann Arbor Surgical Center to resuscitate patients until care can be transferred to an acute care facility. If made available, a copy of your advance directive documents will accompany you upon transfer of your care. If you have any questions regarding Ann Arbor Surgical Center's policy on advance directives, please call (734) 719-8900 and ask to speak to the Director of Clinical Services.

FINANCIAL INTEREST DISCLOSURE: As a prospective patient, we are required to inform you of any physician financial interest or ownership in the facility. The following physicians have financial interest at Ann Arbor Surgical Center: John Chatas, MD; Louis Bojrab, MD; Edward Washabaugh III, MD; Maxwell Dixon, MD.

Ann Arbor Surgical Center will provide benefits, services, and employment to all persons without regard to discrimination, the source of payment for his/her care, or fear of abuse, harassment, or reprisal. Ann Arbor Surgical Center complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.

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Note: The use of tobacco products on Ann Arbor Surgical Center property is strictly prohibited.