

Grand Valley Surgical Center, LLC

Accredited by the
ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

St. Mary's East Campus #21 • 710 Wellington Ave., Grand Junction, CO 81501
Phone (970) 298-7800 Fax (970) 298-7850
www.gvsc1.com



Grand Valley Surgical Center is a licensed and accredited freestanding ambulatory surgery center jointly owned by surgeons, St. Mary's Hospital and Medical Center and Surgical Management Professionals. Together the owners have designated a governing board that has oversight and accountability for all facility operations. The board has made every effort to provide you with a high quality, safe environment, state-of-the-art equipment, and an experienced staff. A current list of owners is located on our website (www.gvsc1.com) or is available if requested.



Welcome to Grand Valley Surgical Center

We are pleased that you have chosen Grand Valley Surgical Center for your procedure. This pamphlet is designed to help answer some of the questions you may have as you prepare for your surgery and to provide information about your rights as a patient.

Our Mission is to provide first class surgical care to patients in the western slope, focusing on quality, safety, cost effectiveness and service.

We encourage you to bring along your family, however, space is limited in our pre-operative and post-operative rooms. Therefore, we may need to limit visitors to two at a time. We have a large waiting room with wireless internet for your family and friends and a variety of reading materials. Young children may find the wait too long and the atmosphere too restrictive, so it may be better to find an alternative to bringing them to the surgery center.

Pain Procedures

In addition to high quality surgical services, the Grand Valley Surgical Center also offers procedures for pain management coordinated through your physicians specializing in pain treatment. Additional information can be obtained at our website or by contacting us at (970) 298-7824.

Before Your Surgery

- ◆ One of our nurses will call you one to two business days before your surgery. The purpose of this call is to obtain a short medical history and a list of your current medications and dosages. We will reinforce the instructions your surgeon has given you and answer any questions you may have. **If you know that you will not be home for this prescreening call, please call the surgical center during our regular business hours Monday - Friday 7:30 am - 5:00 pm (970) 298-7876 or toll free (800) 458-3888 ext. 87876, so we may complete this valuable process.**
- ◆ **If your surgeon has given you orders for blood tests or an EKG**, please arrange to have the tests completed according to his/her instructions before the day of your surgery.
- ◆ If your surgeon has prescribed any special equipment or medications for use after your surgery, please make arrangements to obtain them before the day of surgery.
- ◆ **Federal regulations require that patients who receive any sedation or any type of anesthesia be discharged with a responsible adult.** Unless you have been told by your surgeon that your procedure will not require sedation, please arrange for a designated driver to take you home. Driving is not recommended for 24 hours after receiving sedation or anesthesia.

The Day of Surgery

- ◆ Due to space limitations and to ensure privacy for all patients, visitors are limited to two at a time. Children are allowed at the discretion of the clinical staff and with parental supervision.
- ◆ Do not bring valuables to the surgical center.
- ◆ Do not use tobacco products, gum, or hard candy/mints the day of surgery.
- ◆ Please refrain from use of alcohol or recreational drugs for 24 hours prior to surgery.
- ◆ Unless instructions from your surgeon state otherwise, do not eat or drink after midnight before your surgery.
- ◆ Patients over 1 year of age may have breast milk or clear liquids (water, apple or cranberry juice, black coffee, or tea) up to **6 hours** prior to scheduled time of surgery. Infants under one year of age may have breast milk or clear liquids (water or clear juice) up to **4 hours** prior to scheduled time of surgery.
- ◆ Bathe or shower the morning of your surgery. Dress in loose, comfortable clothing that will be easy to put on after surgery. Avoid using make-up or lotion.
- ◆ Arrive at the surgical center 1 hour before your scheduled surgery time unless otherwise instructed.
- ◆ Park in Lot J, South East corner of 7th & Patterson and come into Entrance 21.
- ◆ Check in with the receptionist. You will be asked to provide your personal and billing information, sign some forms and verify financial arrangements. **Please bring your insurance information and a state/federal issued photo ID.** *Federal law requires patients to show proof of identity.*
- ◆ Prior to surgery your anesthesiologist and/or your physician will visit with you to discuss your anesthesia needs and answer any questions.

After Your Surgery

- ◆ After surgery you will be taken to the recovery area where you will be monitored until you are ready to go home.
- ◆ Pain control is very important to your recovery. The nurse will ask you to rate your pain level on a scale of 0 to 10 (with 0 being no pain) to help the nurse determine the most appropriate medication.
- ◆ You should be ready to go home when your vital signs are stable and any pain or nausea are under control. Before you leave, your nurse will go over the home care instructions with you and another responsible person. You will be given a written copy to take with you.
- ◆ **Remember, if you've had any type of anesthesia or any sedation medication, you cannot drive yourself home.** If you do not have a friend or family member to drive you home, please arrange alternate medically approved transportation; taxis are excluded.
- ◆ A nurse will attempt to call you the next business day to check on your recovery and answer any questions.

Special Instructions for Children

- ◆ At least one parent or guardian must remain in the surgical center throughout your child's stay.
- ◆ Bring a comfort item such as a favorite toy or stuffed animal.
- ◆ If your child uses a bottle, bring the bottle and his or her usual formula for after surgery.

After You Get Home

- ◆ Take your pain medication as directed by your physician.
- ◆ Plan on going directly home to rest for the remainder of the day.
- ◆ Unless otherwise instructed, walking short distances in your home helps prevent complications by promoting circulation in your legs. Your surgeon will instruct you on resuming your normal activities.
- ◆ If you are required to be inactive, it is important to take frequent deep breaths and exercise your legs.
- ◆ If your surgery involves your arm or leg, keep it elevated above the level of your heart as much as possible to decrease potential swelling.
- ◆ You may resume your normal eating habits as soon as you feel able. If you are experiencing nausea, try small amounts of clear liquids until the nausea passes.
- ◆ Do not drive or drink alcohol until you have stopped taking your pain medication
- ◆ **Please contact your surgeon's office if any of the following symptoms develop:**
 - Excessive bleeding
 - Ineffective pain control
 - Other surgery related concerns
 - Temperature greater than 101°
 - Prolonged nausea or vomiting
 - Inability to urinate

IF IN DOUBT CALL.

If you feel you are having a severe complication and cannot reach your surgeon, call 911 or have someone take you to the emergency room immediately.

Financial Arrangements

- ◆ Our Business Office Representative at (970) 298-7807 can provide cost estimates, create payment plans, accept payments and provide assistance with your billing questions. Contact hours: Monday - Friday 8:00 am - 5:00 pm.
- ◆ The Surgical Center will bill your insurance for direct payment from your carrier when you provide us with the correct billing information. Our facility has contracts with most major insurance carriers. Please check with your insurance company to determine if your surgeon, anesthesiologist, and our facility are considered preferred providers of your plan. You may call us for assistance as well.
- ◆ We may contact you to make financial arrangements prior to your procedure if you do not have insurance or you have co-insurance or a high deductible plan. **Payment is expected at the time of service unless a financial agreement has been arranged prior to the date of surgery.**
- ◆ You will receive separate bills from your surgeon and anesthesiologist. You may also receive a bill from a pathologist if a tissue specimen is sent for study. Additionally some surgical implants may be billed by Access Mediquip. Bills must be paid directly to each provider.
- ◆ We accept most major credit cards as well as cash and checks.
- ◆ We also offer CareCredit® payment plans

Patient Rights

The staff and personnel of Grand Valley Surgical Center (the Center) recognize the basic human rights and responsibilities of our patients. Efforts are directed to providing care that protects and promotes the exercise of patient rights. Patient rights extend to the person provided by state law to act on the patient's behalf.

If you have questions about your rights and/or your responsibilities, please contact the administrator or clinical director by calling 970-298-7800.

You, your representative or surrogate have the right:

- ◆ To be treated with respect, consideration, and dignity.
- ◆ To be free from all forms of abuse, harassment, discrimination or reprisal.
- ◆ To receive appropriate privacy, confidentiality, and security concerning your medical care.
- ◆ To confidential treatment of your disclosures and records, and to be given the opportunity to approve or refuse their release, except when release is required by law.
- ◆ To be provided, to the degree known, complete information concerning diagnosis, evaluation, treatment and prognosis before the procedure is performed. When it is medically inadvisable to give such information to you, the information is provided to the person designated by you or to a legally authorized person.
- ◆ To be given the opportunity to participate in decisions involving your health care, except when such participation is contraindicated for medical reasons.
- ◆ To know the services available at the facility.
- ◆ To access, to request amendment to, to request restrictions to, and to receive an accounting of disclosures regarding your health information.
- ◆ To require restrictions on disclosure of PHI to a health plan where the patient paid out of pocket, in full, prior to services and completed the Request for PHI Restrictions form.
- ◆ To know if any research will be done during treatment and to refuse participation.
- ◆ To know the identity and credentials of your providing health care professionals.
- ◆ To know your rights and your responsibilities related to your care prior to the procedure.
- ◆ To change your physician or dentist if other qualified providers are available.
- ◆ To receive effective communication and to expect that every effort is made, regardless of any language barrier or physical handicap, to obtain effective communication.
- ◆ To be informed of the Center's policies on advanced directives prior to the procedure.
- ◆ To be informed of any persons other than routine personnel who will be observing or participating in your treatment.
- ◆ To refuse treatment or to withdraw consent and to be informed of the potential consequences of such refusal.
- ◆ To be given provisions for after-hours and emergency care following discharge from the Center.

- ◆ To know the methods for expressing privacy concerns, grievances and suggestions to the Center, including external appeals as required by state and federal regulations.
- ◆ To receive written notice, in advance of the procedure, should your surgeon have a five percent or greater financial interest or ownership interest in the Center. A complete list of owners is located at www.gvsc1.com.
- ◆ To know, in advance of the procedure, of any ownership interest your surgeon may have in the Center.
- ◆ To be informed, prior to initiation of care, the Center's general billing policies and upon request to receive, in advance of the procedure date, an estimate of your charges.
- ◆ To request and receive an explanation of the final bill regardless of the source of payment.
- ◆ You have the right to choose the provider of your health care services. Therefore, you have the option to use a health care facility other than the Grand Valley Surgical Center. You will not be treated differently by your physician if you choose to use a different facility. If desired, your physician can provide information about alternative providers.

You, your representative or surrogate have a responsibility:

- ◆ To provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- ◆ To answer all medical and financial questions truthfully and to the best of your knowledge.
- ◆ To follow the treatment plan prescribed by your physician.
- ◆ To be respectful of all the health care providers and staff, as well as other patients.
- ◆ To inform your provider and the Center about any CPR Directive, Living Will, Medical Power of Attorney, or other directive that could affect your care.
- ◆ To notify your surgeon or our nurse if you have not followed the preoperative instructions.
- ◆ To provide a responsible adult to transport you home after surgery if you have received sedation and/or anesthesia, and to remain with you for 24 hours if required by your physician.
- ◆ To contact your surgeon regarding any postoperative question, problem, or complication.
- ◆ To accept personal responsibility for any charges not covered by insurance in a timely manner.

Your Privacy and Satisfaction

You will receive a notice of our privacy practices that describes how your medical information may be used and disclosed and how you can access this information.

Your safety and satisfaction are our top priority. Your thoughts and impressions assist us to improve services and care for you, your family, and the community at large.

Grievance Process

You have a right to voice questions, concerns or complaints regarding your care without fear of reprisal. We encourage you to complete and return the patient questionnaire or to contact the administrator or the clinical director listed below:

GVSCAdministrator@sclhs.net
Cheryl Anderegg RN, Clinical Director
cheryl.anderegg@sclhs.net
710 Wellington Avenue, Suite 21
Grand Junction, CO 81501

Phone: 970-298-7800 Fax: 970-298-7850

You may also make a complaint to:

- ◆ SMP compliance hotline at 888-352-2459
- ◆ Colorado Department of Public Health and Environment Complaint Program 4300
- ◆ Cherry Creek Drive South, Denver, CO 80222; or 1-800 886-7689 ext 2800 or www.cdph.state.co.us/hf/static/ncfcomp.htm
- ◆ Office of the Medicare Ombudsman: www.cms.hhs.gov/center/ombudsman.asp

Laws Regarding Your Health Care Decisions

Federal law now directs that at any time you are admitted to a facility that receives Medicare or Medicaid funds, you must be told about Colorado laws concerning your right to make health care decisions. Health care decisions are very important and require careful thought. You may wish to consult with your doctor, your family, your friends and your attorney.

- ◆ You have the right to consent to (accept) or refuse any medical care or treatment unless care has been ordered by a court. In an emergency, your consent is assumed if you do not or cannot indicate a contrary decision.
- ◆ You, your legal guardian, your legal agent, or a proxy decision-maker selected in accordance with Colorado law can make health care decisions for you.
- ◆ Because a situation may arise in which you are not conscious or able to make specific health care decisions for yourself, you may want to make your health care wishes and decisions known in advance. You can do this by executing documents called advance medical directives.

Understanding Advance Directives

Advance Directives are written instructions which communicate patients' wishes about medical care and treatment when they can no longer make their own health care decisions. Types of Advance Directives:

Living Will:

A Living Will is a document that tells your doctor to withhold or withdraw artificial life support or nourishment measures if you develop a terminal condition, as defined by Colorado law. You can cancel your Living Will at any time.

Durable Medical Power of Attorney:

A durable medical power of attorney is a document authorizing another person who is at least 18 years old to make health care decisions for you if you become temporarily or permanently unable to make them yourself.

Cardio-Pulmonary Resuscitation (CPR) Directive or Do Not Resuscitate (DNR) Order: A CPR Directive (DNR Order) is a document telling ambulance or other emergency medical personnel, your doctor, or any health care facility to which you may be admitted not to administer cardio-pulmonary resuscitation- that is, not to take measures to support or restore your heart or breathing functions in the event those functions become difficult or stop. A CPR directive requires a doctor's signature.

Substitute Decision Maker (Proxy):

If you execute no advance directive, appoint no legal agent, have no guardian, and are unable to communicate your wishes, medical decisions may be made for you by a person called a proxy decision-maker who is selected by agreement of a group of "interested persons", usually consisting of your available family members. If the group cannot agree on a proxy decision-maker for you, anyone of the interested persons may petition a court to appoint a guardian.

Guardian:

A guardian is a person appointed by a court to assist with the personal affairs of an individual who is unable to make his/her own decisions.

In Summary

No Living Will, Durable Power of Attorney, or CPR Directive will take away your right to make your own health care decisions so long as you are able to do so.

A link to an ebook on Colorado regulations and forms on Advanced Directives is provided as an additional reference:

<http://advisorfinancialservices.com/YourRightToMakeHealthCareDecisions.pdf>

Advance Directives Rights While At Grand Valley Surgical Center

The Center recognizes your right to formulate advance directives. During the pre-admission process, all adults will be asked if they have advance directives. If you have a directive, a copy will be requested for the medical record should a transfer to a hospital be required. If you have a No-CPR Directive, you will be asked to temporarily revoke your CPR Directive while at the Center and consent to resuscitative measures in the event of a medical emergency.

In case of medical emergency or deterioration in a patient's condition, it is the policy of Grand Valley Surgery Center to resuscitate a patient and transfer to the hospital (Colorado Statute 15-18-102 statement of limitation). If you have any questions, your surgeon or anesthesiologist would be happy to discuss with you.

The parent(s) or guardian(s) of a minor child shall be included in the decision-making process regarding the course of treatment for the patient.

Identity Theft Prevention

Protection of our patients' identities from fraud and abuse is taken seriously. Every adult patient registering for services must show a government-issued photo ID and proof of current address, unless paying in cash, in full, in advance of service.

Tobacco-Free Campus

Cigarettes, cigars, pipes and chewing tobacco are prohibited on St. Mary's Hospital Campus including the Grand Valley Surgical Center.

If you smoke and are interested in quitting, we encourage you to contact QUITLINE at 1-800-639-QUIT (7848) or visit www.co.quitnet.com for counseling.

Thank you for your compliance.