

## Patient Rights and Responsibilities

### I. Each patient (or as appropriate, the patient's representative) treated at this Ambulatory Surgery Center has the right to:

- A. Be treated with respect, consideration and dignity.
- B. Respectful care given by competent personnel with consideration of his/her personal privacy concerning his/her medical care.
- C. Be given the name of his/her attending physician, the names of all other physicians directly assisting in his/her care, and the names and functions of other health care persons having direct contact with the patient.
- D. Have records and disclosures pertaining to his/her medical care treated as confidential (except when release is required by law, patient is given the opportunity to approve or refuse his/her release).
- E. Know what surgery center rules and regulations apply to his/her conduct as a patient.
- F. Expect emergency procedures to be implemented without necessary delay.
- G. Absence of clinically unnecessary diagnostic or therapeutic procedures.
- H. Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
- I. Treatment that is consistent with clinical impression or working diagnosis.
- J. Good quality care and high professional standards that are continually maintained and reviewed.
- K. An increased likelihood of desired health outcomes.
- L. Full information in layman's terms concerning appropriate and timely diagnosis, treatment and preventive measures; if it is not medically advisable to provide this information to the patient, the information shall be given to the responsible person on his/her behalf.
- M. Receive a second opinion concerning the proposed surgical procedure, if requested.
- N. Accessible and available health services; information on after-hour and emergency care.
- O. Give an informed consent\* to the physician (\*after being fully informed of risks, benefits, expected outcome of a surgery/procedure), prior to the start of a procedure.
- P. Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that he/she has previously given informed consent to participate in.
- Q. Receive appropriate and timely follow-up information of abnormal findings and tests.
- R. Receive appropriate and timely referrals and consultations.
- S. Receive information regarding "continuity of care."
- T. Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
- U. Appropriate specialty consultative services made available by prior arrangement.
- V. Medical and nursing services without discrimination based upon age, race, color, religion, sex, sexual orientation, national origin, handicap, disability or source of payment.
- W. Have access to an interpreter whenever possible.
- X. Be provided with, upon request, access to information contained in his/her medical records.

- Y. Accurate information regarding the competence and capabilities of the organization, its employees and medical staff.
- Z. Receive information regarding methods, protocol and follow-up for expressing suggestions or grievances to the organization.
- AA. Voice grievances regarding treatment or care that is (or fails to be) furnished.
- BB. Appropriate information regarding the absence of malpractice insurance coverage.
- CC. Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- DD. Health services provided are consistent with current professional knowledge.
- EE. Appropriate assessment and management of pain.
- FF. Participate in his/her own health care decisions unless contraindicated due to medical reasons.
- GG. Receive a Patient Privacy Notice which provides an explanation of how his/her protected health information is utilized and to those who may need to receive it.
- HH. Receive information regarding fees for service (including itemized statements upon request), copayments and any other necessary financial arrangements pertaining to their care.
- II. A verbal and written notice of these patient rights and responsibilities, information pertaining to the facility's policy for advance directives (including a description of applicable state health and safety laws and if requested, official state advance directive forms), written disclosure of physician financial interests or ownership, all of which must be provided in advance of the date of service.
- JJ. Receive care in a safe setting and one that is free of all forms of abuse or harassment.

### II. Prior to receiving care, patients are informed of their responsibilities. Each patient treated at this facility has the responsibility to:

- A. Provide the surgery center staff with complete, accurate health information, any medications including over-the-counter products, dietary supplements and any allergies or sensitivities.
- B. Follow the treatment plan prescribed by his/her provider.
- C. Provide a responsible adult to transport the patient home from the facility and remain with him/her for 24 hours if required by his/her provider.
- D. Inform the corresponding provider about any advance directive (such as a living will or medical power of attorney) that could affect his/her care.
- E. Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.
- F. Be respectful of all health care providers, staff and other patients.
- G. Inform a facility staff member regarding any of the following:
  1. If he/she feels that their privacy has been violated
  2. If his/her safety is being threatened
  3. If he/she feels a need/desire to file a grievance
- H. Medicare Beneficiary Ombudsman [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp) or call 800-842-0078



## Directions:

From I-435, take the Midland Drive exit and drive one block east to Renner Road. Take Renner Road south a half-mile to Forest Park and turn left. Drive to the back of the KU MedWest building to the Surgery Center entrance.

**KU MED WEST**  
THE UNIVERSITY OF KANSAS HOSPITAL

**KU MedWest Ambulatory Surgery Center**  
**7405 Renner Road • Shawnee, KS 66217**  
**913-588-8411 • Fax: 913-588-8432**

# A PATIENT'S GUIDE TO SURGERY

## THE KU MEDWEST AMBULATORY SURGERY CENTER



**The staff of KU MedWest Ambulatory Surgery Center is pleased that you and your surgeon have made the decision to use our facility. We want your visit to be as comfortable and convenient as possible.**

**This guide is intended to help you prepare for your procedure. If you have additional questions or concerns, please call us at 913-588-8411.**

**The University of Kansas Hospital and the following physicians are proud to be investor/owners of KU MedWest Ambulatory Surgery Center, LLC.**

*Gregory Ator, MD • Dan Bruegger, MD • Daniel Buckles, MD • Carol Connor, MD • Doug Girod, MD • Scott Grisolano, MD • Greg Horton, MD  
Clint Humphrey, MD • Vincent Key, MD • Talal Khan, MD • Richard Korentager, MD • David Kriet, MD • Christopher Larsen, MD  
Joshua Nelson, MD • Mojtaba Olyaei, MD • Niazy Selim, MD • Bruce Toby, MD • Terry Tsue, MD • Julie Wei, MD*

## Before Your Procedure

Your physician will discuss your procedure with you during your office visit, and your surgical appointment will be scheduled at that time.

Please notify your physician about all medications you are taking, including prescription and over-the-counter medications, as well as vitamins and supplements.

**It is important to tell your physician if you are taking any blood-thinning medications, such as coumadin, heparin, aspirin, vitamin E, ginseng, glucosamine or ginkgo biloba. These medications may need to be discontinued for a short time prior to your procedure.**

Once your procedure is scheduled, you will receive a phone call from our nursing staff to obtain basic health information and to review your pre-operative instructions.

**It is very important to speak to someone from the Surgery Center prior to the date of your procedure.**

If you have had any pre-procedure tests, please ask your physician to fax or send reports to us (Attn: Pre-Op Nurse) prior to your arrival.

A pre-op nurse will call you several days in advance of your procedure, depending on the day it is scheduled. If you haven't received a pre-op phone call by 3 p.m. two days before your procedure, please call us at 913-588-2279 and ask for the pre-op nurse. If you have any other questions or concerns about your care, you may discuss them with the pre-op nurse.

### Legal Documents

If you have a living will or durable power of attorney, bring a copy to your visit. We will make a copy to place in your chart.

The Surgery Center does not recognize advance directives. Staff will use all measures possible to sustain life.

## Preparing for Your Procedure

Before your procedure, you should follow these important safety rules. If you do not follow these guidelines, your procedure may have to be delayed or cancelled.

### Food and Drink

- Do not eat any solid food after midnight unless otherwise instructed by the pre-op nurse. No gum, hard candies or mints are allowed the morning of your procedure. Your pre-op nurse will give you instructions regarding liquids.

### Transportation

- **Make arrangements for a responsible adult to drive you home after your procedure.**

**Taxi transportation is allowed ONLY for those patients accompanied by an adult.**

### Medications

- On the morning of your procedure, you may take your heart, blood pressure, respiratory or seizure medication with a sip of water. If you take diabetic medication (pills or insulin shots), the pre-op nurse will tell you how to take your medication the day of your procedure. If you use an inhaler or CPAP machine, please bring it with you the day of your procedure.

### Children

- We encourage children to bring a favorite toy or blanket with them the day of their procedure. Parents of small children should bring childcare items, such as diapers, bottles and extra underwear.
- A parent or guardian is required to stay with the child during the pre-operative and post-operative processes and must remain in the building during the child's procedure.
- If you are the child's legal guardian, you must bring proof of guardianship.

## The Day of Your Procedure

If you cannot keep your appointment or are delayed, contact the Surgery Center immediately at 913-588-8411. Please observe the following rules:

- Bathe or shower the night before or the morning of your procedure. Please brush your teeth that morning.
- Limit visitors to one or two and try to leave small children at home.
- Bring a list of all medications you are currently taking, including prescription and over-the-counter medications, vitamins and supplements, along with their dosages.
- Remove all jewelry and body piercings. Leave other valuables at home.
- Bring your driver's license or identification card and health insurance cards or forms with you. You will be asked to pay your co-insurance, deductible or co-pay.
- Wear comfortable, loose, foldable clothing that is easy to take off and put on after your procedure. Do not wear high-heeled shoes.
- Do not wear make-up, dark-colored fingernail polish or contact lenses.
- If applicable, bring the following items: containers for glasses and dentures; contact lens case or hearing aids; crutches or walkers; and warm socks.

When you arrive at the Surgery Center, please register at the front desk. You will be escorted to the pre-operative area where your pulse, temperature, respiration and blood pressure will be taken. You may be asked to change into a gown provided by the Surgery Center. Your anesthesiologist and physician will talk to you prior to your procedure.

After your procedure is completed, you will be moved to a recovery area and remain there until you are ready to go home. You may be given something to eat or drink, and you may have one visitor.

Children must not be left unattended in the waiting room and are not permitted in restricted areas. If you bring children to the Surgery Center, please make sure they are adequately supervised.



## After You Leave the Surgery Center

Depending on your procedure, you will be ready to leave the Surgery Center 30 minutes to two hours following your procedure. You will be given specific discharge instructions from your physician.

**For your comfort and safety, we remind you of the following:**

- **You must have someone drive you home after the procedure.**
- **Have a family member or friend stay with you the first 12-24 hours depending on your type of procedure.**
- Rest until your physician tells you to return to your normal activities.
- Follow your physician's instructions regarding diet, rest and medication.
- Be prepared to experience some discomfort at the site of your procedure. You may also experience some drowsiness or dizziness, depending on the type of anesthesia you received or the type of pain medication you are taking.
- Do not drive, operate heavy machinery or power tools, drink alcoholic beverages, make legal decisions or take any medications not prescribed by your physician for at least 24 hours after your surgery.
- Contact your physician if you experience problems after you leave the Surgery Center. If you can't reach your physician, but feel your concerns warrant a doctor's attention, call or go to the nearest emergency room.

## About Your Bill

A member of our business office will call your insurance company prior to surgery to verify your medical benefits. Our charges cover pre-operative evaluation, most supplies and medications, equipment, personnel and use of the operating and recovery rooms. We will obtain any information regarding co-payments, co-insurance and/or deductible amounts that will be your responsibility. Payment of your portion of the bill is expected in full at the time you register, unless other arrangements have been made.

If you have no insurance or if your insurance does not cover the procedure performed, please arrange to pay the KU MedWest Ambulatory Surgery Center fee on the day of your procedure, unless other arrangements have been made with our business office.

For most procedures we accept cash, personal checks, Visa, MasterCard, Discovery and debit cards. Personal checks are not accepted for cosmetic procedures.

**In addition to our fee, you may receive separate bills for the following:**

- Physician's or surgeon's services.
- Anesthesia, if it was necessary that an anesthesiologist be available for your procedure.
- Laboratory tests, if they were required by your physician.
- Radiology imaging, before or during your procedure.
- Pathology, if tissue or specimens were removed.

Any questions regarding these services should be directed to the respective billing offices responsible for the procedure.

Please call 913-588-8463 with questions you may have about insurance coverage or billing procedures.

**Business Office Hours: 8 a.m.-4:30 p.m.**

## Participating in Our Patient Survey

Before you leave the Surgery Center, you will receive a copy of our patient satisfaction survey. Your comments and suggestions are very important to us and will help improve the service we provide to our future patients and their families. Please take a moment to complete this short survey and return it in the postage-paid envelope provided.

## Scheduling Confirmation

Physician:

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Date of Procedure:

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**The time the pre-op nurse will give you is a tentative time. If your time changes, the pre-op nurse will notify you the day prior to your procedure.**

Please provide a phone number the nurse can use to contact you or leave a message that you are certain to receive.

If you are unable to keep this appointment or you are delayed, contact the Surgery Center at 913-588-8411. If you call before 6:30 a.m., please leave a message.

**Hours: Monday-Friday, 6:30 a.m.-4:30 p.m.**  
**Phone: 913-588-8411**  
**Fax: 913-588-8432**

*KU MedWest Ambulatory Surgery Center, LLC does not discriminate on the basis of race, color, national origin, age, disability, gender or sexual orientation in providing services to patients or the public or in employment practices.*