**Day Surgery Center Policy on Advance Directives**

Compliance with the 1990 "Patient Self-Determination Act" is intended for inpatient hospital admissions **not for outpatient surgery centers**. The term "advance directive" stands for a document that communicates the person's wishes as to what medical or surgical care that the patient wants to receive if he/she is unable to convey those directions. These documents are known by different names in various states and may be presented to you as "Living Will," "Healthcare Durable Power of Attorney" or an "Advance Healthcare Directive."

In an ambulatory care setting, as the Day Surgery Center, we expect to provide less invasive care to patients who are not acutely ill. Your admission indicates you should tolerate the procedure in our facility without difficulty.

If during your stay you should suffer cardiac arrest or complications, respiratory arrest or complications, or any life-threatening condition, you will be transferred to the hospital. At the Day Surgery Center all treatment available to resuscitate you will be rendered regardless of any pre-written document with contrary instructions. **We do not honor DNR's.** Since the person has the right to these documents, we do not ask them to waive their rights or even suspend them; we only ask for the right to resuscitation while being a patient in our facility. That is the purpose of the document enclosed.

The purpose of requesting a patient's Advance Directive is to know his/her wishes and have them documented in the event of an occurrence where he/she may have continuity of care at another facility. In the rare event of a patient refusing to consent to resuscitative measures, the center would follow its written policy to refuse surgery and assist the patient in scheduling his/her surgery elsewhere.

The patient and physician will be notified that the procedure will have to be cancelled if they are insistent on a "DNR" status.

In the event of a transfer of the patient to another medical facility, the receiving facility will be notified in advance of the transfer that the patient has Advance Directives.
Grievance Policy

The Day Surgery Center physicians and staff are committed to providing you with top quality care. If at some point during your stay, or reflecting back later at home, you become dissatisfied with our performance, please let us know. The Patient Satisfaction survey is one way you can let us know about your experience at the Day Surgery Center. Each Survey is read and acted on if necessary.

Phone Number's you can call to express a grievance are:

Internal:  863-293-8471, dial 0 and ask to page KC Davidson, Risk manager, You should have a response within 24 hours.

External: For unresolved issues you may call,
CMS Hotline @ 1-800-633-4227
ACHA @ 1-888-419-3456
AAAHC @ 1-847-853-6060

PLEASE BE AWARE OF THE FOLLOWING

You may receive several calls from the Day Surgery Center:

1. A phone call from the business office to obtain insurance and financial information regarding fees and payment. The coinsurance and deductible will be collected in full the day of surgery. Please bring payment in the form of cash, check, Visa or Mastercard.
2. A nurse will call to review your history and to go over instructions for surgery. Prior to this call you go to the website www.winterhavendaysurgerycenter.com, click on the link for One Medical Passport and enter your information. If you are having difficulty with this give us a call at 863-293-8471. If for some reason you have not received a call within 24 hours prior to your scheduled surgery date, please give us a call.
3. You will receive a call after your surgery to check on your progress and to address any concerns that you may have.

REMINDER: Do not eat or drink anything after midnight- this includes gum or hard candy. If you do not follow these instructions, your surgery could be cancelled.