

Ownership Disclosure

The physician who referred you to the Outpatient Surgery Center of Hilton Head may have an 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. The following physicians are owners of the Outpatient Surgery Center of Hilton Head:

- Michael Gilbreath, M.D.
- Christina Gwozdz, M.D.
- Glenn Gwozdz, M.D.
- Richard Hussong, M.D.
- Raju Krishna, M.D.
- David Maurer, M.D.
- Charles Nivens, M.D.
- Thomas Rzczycki, M.D.
- Robert Soares, M.D.
- Joseph Tobin, M.D.
- Richard Vanderslice, M.D.
- Philip Zitello, M.D.

The information presented in this guide contains a summary of information. The complete information can be viewed at our website at www.hhisurgery.com and is also available at our facility. Please do not hesitate to contact us at 843-682-5050 if you have any questions or concerns regarding any of the information presented in this guide or questions about your upcoming procedure.

PATIENT/FAMILY SAFETY EDUCATION

Prevention and Control of Infection

1. Good hand washing has proven to be the best way to prevent the spread of infections. The most effective method is to wash hands before and after every contact with the patient with an alcohol based hand gel or antimicrobial soap per the manufacturers' recommendations.
2. Use sneeze/cough etiquette: the nose and mouth should always be covered when sneezing or coughing, preferably with a tissue that is then discarded. If a tissue is not available, sneeze or cough into your sleeve. Avoid using your hands.
3. Avoid touching your eyes, nose, or mouth.
4. Notify your physician if you are sick. Stay away from people who are ill.
5. Follow your surgeon's or physician's instructions for bathing. Do not shower or bathe before the date recommended. Water can carry bacteria into your wound.
6. Dressings to be applied to the wound should be kept clean and dry (and sterile if directed by the physician).
7. Eat a healthy diet and get plenty of rest.

Verification of Correct Surgical Site

- We invite you to assist us in the process of assuring the correct site for your surgery or procedure.
- Read the procedure to be performed on the consent form and check that the correct procedure, and if applicable, the correct side or site is specified.
 - The Preoperative nurse will check your name and birth date with you while applying an I.D. bracelet to your wrist.
 - Preoperatively for most procedures, the surgeon or procedural physician will mark the surgical site with a "YES."
 - The surgical team will perform a "TIME OUT" before the start of your procedure to confirm that the correct procedure (and side, if applicable) will be performed.

Safety Questions or Concerns

Please do not hesitate to ask any questions regarding your care or discuss any concerns regarding matters of safety. Be sure you understand your discharge instructions and the medications you are to take when you return home.

**What The Healthcare
Experience Should Be**



**OUTPATIENT
SURGERY
CENTER**
OF HILTON HEAD

Preprocedure and Preoperative Patient Guide

**Thank you for choosing the
Outpatient Surgery Center of Hilton
Head. Please take the time to read
through the information in this guide
to ensure that you are informed of
your rights and responsibilities as a
patient and to help us ensure that
your experience is optimal.
Ensuring your safety and comfort is
our primary goal.**

**190 Pembroke Drive
Hilton Head Island, SC 29926
(843) 682-5050
www.hhisurgery.com**



Patient Rights

As a patient at the Outpatient Surgery Center of Hilton Head, you have the following rights:

- To receive services without regard to race, color, age, sex, sexual orientation, religion, marital status, handicap, national origin or sponsor.
- To be provided reasonable and safe physical accommodations.
- To be provided a secure environment for self and property.
- To be treated with respect, consideration and dignity.
- To expect physicians and staff to respect your privacy and keep all information pertaining to your care confidential.
- To expect that all disclosures and records are treated confidentially, except when required by law, and to be given the right to approve or refuse their release.
- To receive information from your physician regarding diagnosis, treatment and prognosis and to participate in decisions regarding your care. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient to be a legally authorized person.
- The right to choose your health care provider.
- To know by name and position the person caring for you. Physicians and staff will introduce themselves and wear identification badges.
- To receive from your physician information necessary to give informed consent prior to the start of any procedure and/or treatment, except in emergencies.
- To be believed if you say you have pain and to have your pain managed by a concerned staff member as quickly and effectively as possible.
- To have complaints and grievances responded to attentively and with a speedy resolution.

Patient Responsibilities

As a patient you also have certain responsibilities:

- To show respect and consideration for other patients, families, visitors, and personnel of the center
- To provide the facility with an accurate and complete medical history about present complaints, past illnesses, hospitalizations, surgeries, existence of advance directives, medications, and other pertinent data to the best of your knowledge.
- If you are having sedation or anesthesia, to have a responsible adult at our facility during the procedure and to drive you home when you are ready for discharge.
- To provide accurate and complete demographic information, to include insurance information and changes of address and/or phone number.
- To assure that the financial obligations for health care rendered are paid.
- To accept consequences of your actions if you refuse a treatment or procedure.
- To ask questions, particularly when you do not understand a direction, procedure, or other information given by your doctor or health care team member.
- To follow the plan of treatment recommended by the doctor (or other authorized personnel) primarily responsible for your care.
- To keep your appointment. If you anticipate a delay or must cancel the scheduled procedure, it is your responsibility to notify the facility and your physician's office as soon as possible.
- To carry out preoperative instructions as directed by your physician and the center.
- To ask for pain relief when pain first begins, help your doctor and nurse assess your pain, and discuss pain relief options with your doctor and nurse.

Advance Directives (Living Will and Health Care Power of Attorney)

The Outpatient Surgery Center of Hilton Head, as an outpatient facility for elective surgery, does not honor advance directives. The South Carolina Lieutenant Governor's Office on Aging is a useful resource for additional information. The website is: <http://www.aging.sc.gov/seniors/AdvanceDirectives>. Additional information is also available at the reception desk.

Grievances

In order to maintain channels of communication and assist in resolution of complaints and grievances, an internal procedure is available for the purpose of reporting problems which may arise.

Management personnel are responsible for investigating and resolving complaints. The investigation and resolution of such complaints and grievances shall be prompt, impartial, and confidential.

Submit the complaint to the supervisor as soon as possible, preferably within ten (10) days from the date of occurrence. If you are not satisfied with the resolution of your complaint, then:

Forward the complaint to the attention of the Executive Director, Richard Thomas, or call him at 843-682-5050.

You can also send your complaint to the attention of the Chairman of the Board of Managers at the facility address.

In the event your complaint or grievance cannot be resolved by the above procedures, please call the Department of Health and Environmental Control, Division of Health Licensing, at 803-545-4370 or The Joint Commission (JCAHO) at 1-800-994-6610 or via an email to:

complaint@jointcommission.org. An additional resource is the Office of the Medicare Ombudsman and the website is: <http://www.medicare.gov/Ombudsman/activities.asp>