



*One Orthopedics Drive
Peabody MA 01960
978-818-6500*

Welcome to North Shore Endoscopy and OSCNS!

We are committed to making your experience as positive as we can! We hope this patient information guide answers any questions you or your family may have regarding how you'll spend your day with us.

- ✚ Be sure any required referral/authorization from your PCP to the Surgeon's office is on file.
- ✚ **Upon receiving this packet, REGISTER ON-LINE by going to our web site. The registration link is found on the front page of www.oscns.com**

This on line registration is secure. You will establish a user name and password. You will also re-enter this site should you return to OSCNS for another visit. The data collected will be your general demographics, medicines taken, medical history, prior surgery and insurance information, as well as any co-payment requirements. When time allows, a letter is also mailed under separate cover to explain your co-payment requirement. The Orthopaedic Surgical Center of the North Shore collects co-payments **at the time of service.**

- ✚ Prior to your procedure date you will hear from one of our nurses to conduct your pre-admission phone call. This telephone interview will provide us with necessary information about your health, and allow you a chance to ask questions about your operation. If there is a language barrier, please have someone available to translate.

On your day of procedure...

- ✚ Please do not wear jewelry.
- ✚ Do not wear contact lenses, as they may get lost, dry out, or scratch your eyes.
- ✚ You must arrange for **transportation to and from** the Surgical Center. Because you have drugs in your system, you will not be able to drive. It is illegal to do so.

Advance Directive

While we at OSCNS respect the thinking and process that has gone into creating an Advance Directive, we **will not honor it** during your stay here. The majority of complications that arise from anesthesia or surgery that are performed here are almost always treatable. Therefore, OSCNS believes it would be unethical not to treat an eminently or potentially reversible complication.

At the Endoscopy-Surgical Center

- ✚ *Your co-payment is expected at the time of your procedure. The Surgical Center accepts cash, check or major credit cards. Co-payment amounts vary with your insurance plan. **Please also plan on bringing your insurance card(s) and a picture ID or 2 forms of ID**, required by the FTC effective May 1, 2009.*
- ✚ You will be asked to arrive about 45 minutes before your scheduled procedure. This will allow the nurses and staff time to get you ready. You will be interviewed by the nurses, an anesthesiologist, and your surgeon. This evaluation seeks to address your questions, helps calm your fears and anxiety about anesthesia or a procedure, and helps us plan your care.
- ✚ When all the preparation is done, you will be escorted into the procedure room, where anesthesia monitors will be placed, including heart monitors on your chest, a cuff on your arm to monitor your blood pressure, and a soft rubber clip on your finger to monitor your oxygen level. You will be given extra oxygen by face mask or nasal prongs while you are in the procedure room. Throughout the procedure you will be monitored closely to keep you both safe and comfortable.

After Surgery

- ✚ With the completion of your procedure, the anesthesia team will bring you to the Recovery Room. The recovery nurse will monitor you and treat you if other problems arise, such as nausea and vomiting. An anesthesiologist will be available to assist you in your recovery.

At the Endoscopy-Surgical Center

Going Home!

Our Surgical Center has certain criteria that you must meet before you can be discharged:

- ✚ You must have stable vital signs (heart rate, blood pressure, breathing rate, temperature, and pain level).
- ✚ You should be able to drink. Tolerating food and drink is very important because you may need to take oral medications for pain or to prevent an infection.
- ✚ You should receive discharge instructions and review them thoroughly with your nurse so you understand them clearly.
- ✚ A responsible adult must be present at the time of discharge to assist you home.
- ✚ You may not take a taxi cab home without a responsible adult present at the time of discharge to assist you home.

Follow-up

Tomorrow (or the next business day) one of our nurses will call to see how you're doing, and help answer any questions you may have.

What is an Ambulatory Surgical Center?

- ✚ The terms "ambulatory," "same-day", and "outpatient" surgery are all used to describe elective surgery where the patient arrives and returns home on the same day.
- ✚ More than 60% of elective surgery procedures in the United States are currently performed this way. Health experts project this percentage will increase to 75% over the next decade.

Thank you for letting us take care of you!

February 2009



Your Rights as a Patient

We consider you a partner in your care. When you are well informed, participate in treatment decisions, and openly communicate with your doctor and other health care professionals, you help make your care as effective as possible. Our Surgical Center encourages respect for the personal preferences and values of each individual. These rights apply to your representative in the event you are unable to exercise them.

Patient Rights include the following

You have the right to considerate and respectful care in a safe setting.

You have the right to receive compassionate care that respects your personal, spiritual, cultural and religious values and beliefs.

You have the right to privacy. The Surgical Center, your doctor and others caring for you will protect your privacy as much as possible.

You have the right to have your pain assessed and managed appropriately.

You have the right to be well informed about your illness, possible treatments and outcomes and to discuss this information with your doctor in a manner that is understandable to you.

You have the right to know the names and roles of people treating you.

You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the Surgical Center releases records to others, such as insurers, it emphasizes that the records are confidential.

You have the right to review your medical records and to have the information explained, except when restricted by law.

You have the right to consent to or refuse any treatment or plan of care, as permitted by law. If you refuse a recommended treatment, you will receive other needed and available care.

You have the right to have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself.

You have the right to expect that the Surgical Center will give you the necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives.

You have the right to know if the Surgical Center has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care facilities or providers.

You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the Surgical Center otherwise provides.

You have the right to know about Surgical Center rules that affect you and your treatment and about charges and payment methods.

You have the right to review your bill, have the information explained to you, and get a copy of the bill.

You have the right to know about the Surgical Center's patient complaint and grievance processes that can help you promptly resolve problems and questions you may have about your care. You are encouraged to talk with your doctor, nurse, health care worker or an Administrator if you feel that you are not being treated in a fair and proper manner.

Information to file a complaint:

Massachusetts Department of Public Health

Division of Health Care Quality

99 Chauncy St 2nd floor

Boston, MA 02111

617-753-8000

Website for Medicare Beneficiary Ombudsman

www.cms.hhs.gov/center/ombudsman.asp

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