



# SURGICAL CENTER

OF GREATER ANNAPOLIS

The Surgical Center of Greater Annapolis, Inc. is licensed by the State of Maryland and is accredited by AAAHC.

The Surgical Center of Greater Annapolis is committed to providing high quality medical care to our patients and striving to meet the needs and expectations of our patients and their families.

The Surgical Center has been specializing in outpatient surgery for over 30 years.

Thank you for choosing the Surgical Center of Greater Annapolis to care for you.

Contact Information:  
**83 Church Road**  
**Arnold, MD 21012**  
**Phone: 410-757-5019**  
**Fax: 410-757-5880**  
**Alt Fax: 410-630-3766**  
**[www.scga.us](http://www.scga.us)**



*Accredited by*

Accreditation Association  
for Ambulatory Health Care, Inc.



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## PLANNING FOR YOUR SURGERY

### BEFORE YOUR SURGERY

A Surgery Center nurse will contact you 2-5 business days before your surgery to give you an arrival time and to review your medications and preoperative instructions.

In general, you may take all of your medications as usual up to the day of surgery. The nurse will review which ones should and should not be taken the day of surgery. Please be sure you ask your surgeon about stopping any blood thinners, aspirin, or aspirin-like products. If you are having cataract surgery, you do not need to discontinue these products.

Notify the Surgical Center or your surgeon if there is a change in your physical condition such as a cold, fever, or respiratory problem.

**It is required that a responsible adult accompany you home after surgery and stay with you the first 24 hours after surgery.**

For the safety of our patients and the liability of the center, patients are not permitted to use Uber, Lyft, or any other type of taxi service for arrival or departure from our center before or after a surgical procedure, unless they have a responsible party that will stay with them during the ride home and into their house. We apologize for any inconvenience. If you are unable to secure a ride from a family member or friend, please give us a call and we will provide information for a medical transport service.

**DO NOT eat or drink anything after midnight the night before your surgery. Nothing by mouth includes water, gum, lozenges, or cigarettes.** If your child is the patient please be careful to enforce this. Failure to follow these instructions may result in cancellation of your surgery.

### THE DAY OF YOUR SURGERY

- Please arrive on time.
- Wear a loose-fitting, comfortable top, and slip on shoes. Do not wear make-up, contact lenses, or jewelry. Please leave valuables at home.
- Bring your insurance card(s), identification, and payment if necessary. Patient forms are available online for your convenience.
- Use your eye drops as instructed by your surgeon, if applicable.
- If your child is having surgery, feel free to bring a favorite toy, blanket, or stuffed animal for comfort.

*The Maryland Insurance Administration at 410-468-2000.  
Maryland's Health Advocacy Unit at 410-528-1840.*

To file a National complaint: call the Accreditation Association for Ambulatory Health Care at 1-847-853-6060.

Beneficiary Ombudsman

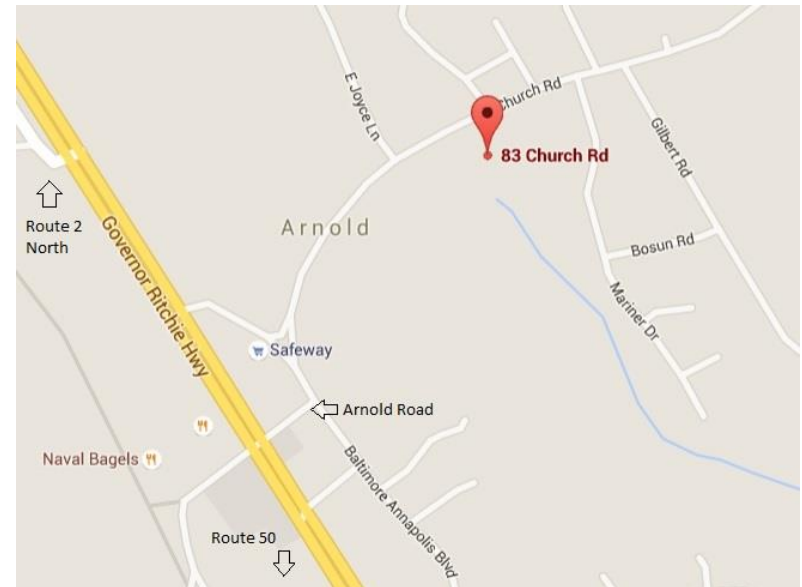
<http://www.cms.hhs.gov/center/ombudsman.asp>.

### OWNERSHIP DISCLOSURE

Your surgeon may have a financial interest in the Surgical Center of Greater Annapolis.

### DIRECTIONS FROM ANNAPOLIS

Take MD Route 2 North (Ritchie Highway). At the first stoplight, turn right onto Arnold Road (at Safeway). Take a left onto Baltimore Annapolis Blvd. This turns into Church Road. Follow Church Road, which bears to the right. The Surgical Center of Greater Annapolis is approximately 300 yards on the right hand side.



If you need further directions, please call our office at 410-757-5019 or visit us online at [www.scga.us](http://www.scga.us).

## ADVANCED DIRECTIVES

In the state of Maryland, each person has the primary right to request or refuse medical treatment subject to the state's interest in protecting innocent third parties and to make Advance Directives or to execute Powers of Attorney that authorizes others to make decisions on their behalf.

The Surgical Center of Greater Annapolis does not honor advance directives. The health care providers at the center are bound to do all in their power to assure the safe recovery of every patient, including resuscitation if that became necessary.

If an adverse event were to occur during your treatment at the Surgical Center of Greater Annapolis, we will initiate resuscitative measures stabilizing the patient for transfer to an acute care facility. At the acute care facility further treatment or withdrawal of treatment measures already begun will be in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive.

If you wish to complete an Advance Directive, ask upon arrival to the Surgical Center of Greater Annapolis or download a copy at <http://www.marylandattorneygeneral.gov/Health%20Policy%20Documents/adirective.pdf>.

## PATIENT COMPLAINT OR GRIEVANCE

To file a General Complaint:

Please see the Administrative Coordinator or Nurse Manager of the Surgical Center of Greater Annapolis. You may also call us at 410-757-5019 or mail to our address.

Complaints and grievances may also be filed through the following:

*Maryland Department of Health & Mental Hygiene*  
Office of Health Care Quality  
7120 Samuel Morse Drive  
2<sup>nd</sup> Floor  
Columbia, MD 21046  
By phone at 410-402-8040  
<http://www.dhmf.state.md.us>

## AFTER YOUR SURGERY

You must be discharged into the care of a responsible adult to drive you home and care for you after your surgery.

You will be given verbal and written post-surgical instructions by the nurses regarding diet, activity, and medications.

You may have pain or discomfort after surgery, this is to be expected and we will do our best to minimize this. Having realistic expectations will help you manage any postoperative discomfort.

A nurse from the center will attempt to call you the day after your surgery to check on your progress and discuss any questions you may have. If you have unexpected problems, please call your doctor at the number provided on your discharge instructions. If he/she does not respond, please go to the nearest emergency room.

## BILLING INFORMATION

After your surgery, the Surgical Center will submit charges for your surgery to your insurance company. *You will receive a separate bill/explanation of benefits from the surgical center, your surgeon, the anesthesiologist, and/or pathologist.*

If you are receiving a premium lens or received insurance copay/coinsurance information from our office, please bring this amount the day of surgery in the form of cash, check, or credit card. **(Please note: We DO NOT accept American Express).**

## TRANSLATION SERVICES

If you are non-English speaking, language assistance services, free of charge, are available to you. Call 1-888-867-6175 (TTY:1-888-867-6175).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-867-6175 (TTY:1-888-867-6175).

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-867-6175 (TTY:1-888-867-6175)。

## **PATIENT BILL OF RIGHTS**

Every patient, representative, and/or designated Power of Attorney has the following rights:

1. Every patient has the right to considerate and respectful care regardless of age, race, color, sexual orientation, religion, marital status, sex, national origin, handicap, source of payment or sponsor and Quality Care governed by high professional standards that are continually maintained and reviewed.
2. Every patient has the right to a safe environment relative to infection control, fire, mechanical hazards and safe equipment which is maintained on a preventative schedule.
3. Every patient has the right to be free from abuse and/or harassment.
4. Every patient has the right to give informed consent prior to the start of a procedure. This means that the physician has explained the risks and benefits of the procedure as well as assuring the patient understands their diagnosis, treatment plan, and prognosis in “lay” terms.
5. Every patient has the right to expect medical and nursing services from personnel that have proper credentials according to the ASC’s bylaws.
6. Every patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
7. Every patient has the right to personal privacy, including while receiving care at the ASC as well as security of the individual’s protected health information.
8. Every patient has the right to expect that all communications and records pertaining to his/her care are to be treated as confidential. This includes continuity of care within the center and also the information passed upon discharge or transfer. Those not directly involved in the patient’s care need the permission of the patient to be present.
9. Every patient has the right to be involved in the treatment plan. The patient’s family/significant other/surrogate may be involved in the treatment plan at the patient’s request. The surgery center upholds these rights. However, if an adverse event occurs, we will initiate resuscitation or other stabilizing measures and, if necessary, a patient will be transferred to another acute care facility. If this occurs, the responsible family member/significant other/surrogate shall be notified prior to the patient’s transfer.
10. Every patient has the right to expect that within its capacity, an ambulatory surgical center must make a reasonable response to the request of a patient for services.
11. Every patient has the right to obtain information as to the relationship of the center to other health care and educational institutions insofar as his/her care is concerned.

12. Every patient has the right to be informed of experimental projects and to refuse participation without compromise to the patient’s usual care.
13. Every patient has the right to know fees for specific services and to examine and receive an explanation of his/her bill regardless of the source of payment.
14. Every patient has the right to know what Surgical Center Rules and Regulations apply to his/her conduct as a patient.
15. Every patient has the right to know what provisions the Surgical Center has for after hours and emergency care.
16. Every patient has the right to receive complete and current information from his/her physician concerning diagnosis, treatment and prognosis in terms the patient can understand. A patient who does not speak English shall have access, when possible, to an interpreter (See translation services).
17. Every patient has the right to request information for the name, address, website (<http://www.dhmh.maryland.gov/ohcq>) and phone (see below) of a state agency where they can report a complaint or grievance. If the patient has a grievance, the ASC will not discriminate against them, or take punitive actions against them as a reprisal for some act on the patient’s part.
18. Every patient has the right to request information regarding contact with the Beneficiary Ombudsman who helps people with Medicare (<http://www.cms.hhs.gov/center/ombudsman.asp>).

## **PATIENT RESPONSIBILITIES**

Every patient, representative, and/or designated Power of Attorney has the following responsibilities:

1. Patients are responsible to provide accurate present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medication, and other pertinent data.
2. Patients are responsible for making reasonable accommodations to the needs of the center and other patients, medical staff, and center employees.
3. Patients are responsible for giving necessary information for insurance claims and for working with the Surgical Center to make payment arrangements, when necessary.
4. Patients are responsible for their actions, if they refuse a treatment or procedure, or if they do not follow the instructions given to them by the physician or Surgical Center employees, then The Surgical Center of Greater Annapolis and its credentialed physicians have the right to discharge the patient from their care.
5. Patients are responsible for keeping their appointment. If they anticipate a delay or must cancel, they will notify the Surgical Center as soon as possible.
6. Patients are responsible to treat other patients and staff with respect.