

Advance Directives

Our policy is to administer CPR and other forms of advanced life support measures in the event of a cardiac and/or respiratory arrest that occurs while under our care. Any exceptions to this policy must be discussed with your doctor and facility management prior to your procedure date. Please let us know if you have executed a living will or medical power of attorney forms. If you need information regarding setting up advance directives, please call us at (412) 469-6964.

Patient Grievances

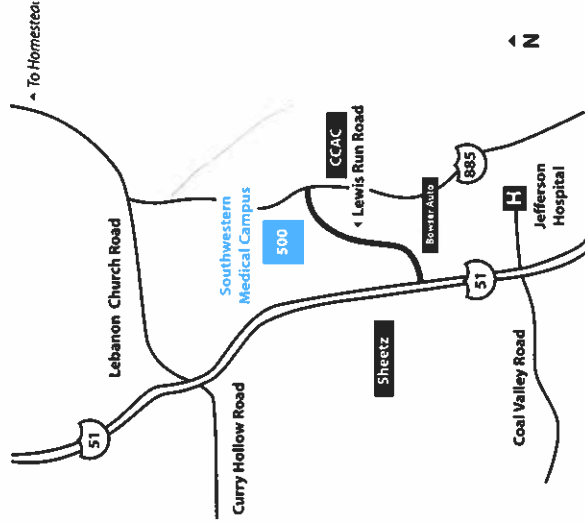
All patient complaints and questions will be immediately addressed by the administrator. Investigating a complaint includes the collection of facts to identify an appropriate resolution and time frame. The presentation of a complaint will not compromise a patient's future access to care. Any complaint or grievances not dealt with in a satisfactory manner should be directed to a quality examiner at the PA Dept. of Health, Division of Acute and Ambulatory Care at (412) 565-5176 or Pittsburgh Field Office, 11 Stanwix Street, Room 410, Pittsburgh, PA 15222. You may also contact the Office of the Medicare Beneficiary Ombudsman at 1-800-633-4227 or <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>.

We are proud to be accredited by The Joint Commission. If you have any quality of care or safety concerns, please contact our management. If management cannot resolve the problem, please notify the Joint Commission at 1-800-994-6610 or complaint@jointcommission.org.

The doctor who refers you may have an ownership interest in this facility. You are free to choose another facility in which to receive services. Your doctor can discuss alternative sites with you. In the event of medical need, we have transfer arrangements for hospital admission.

This facility and its services are accessible to persons with disabilities.

This facility has agreed to comply with the provisions of the Federal Civil Rights Act of 1964 and the Pennsylvania Human Relations Act and all requirements imposed pursuant thereof to the end that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, or disability, be excluded from participation in, or denied benefits of, or otherwise be subject to discrimination in the provision of any case or service.



From the North

Follow Rt. 51 South to Lewis Run Road (at light with Bowser Auto and Sheetz). Turn left on to Lewis Run Road (just south of Century III Mall) and follow the signs to Southwestern Health Center about a half mile on your left. Southwestern ASC is the last building, 2nd floor, Room 202.

From the South

Follow Rt. 51 North to Lewis Run Road (at light with Bowser Auto and Sheetz). Turn right and follow the signs to Southwestern Health Center about a half mile on your left. Southwestern ASC is the last building, 2nd floor, Room 202.

From the East/West

Follow Lebanon Church Road to Rt. 885 South to Lewis Run Road. Turn right at light and follow the signs to Southwestern Health Center about a half mile on your right. Southwestern ASC is the last building, 2nd floor, Room 202.



500 N. Lewis Run Road, Suite 202
West Mifflin, PA 15122

Ph: 412.469.6964
Fax: 412.469.6948

www.southwesternasc.com

Patient Information

SOUTHWESTERN AMBULATORY
SURGERY CENTER





Welcome to Southwestern

Ambulatory Surgery Center

Your doctor has referred you for treatment or diagnostic studies related to your condition. We are looking forward to participating in your care.

Before your scheduled appointment, please read over this brochure carefully and call us at (412) 469-6964 with any questions. One of our staff members will call you to discuss your surgery and instructions. If you have not received a call by noon the day before your surgery or if you will not be home to receive this call, please call us at (412) 469-6964 or leave an alternate number where we can reach you or an approved adult.

If Patient is a Child

A parent (or guardian) must sign release permits for surgery if the child is under 18 years of age, and one or both parents (or guardians) must remain at Southwestern Ambulatory Surgery Center while the child is at our facility. Guardians must bring written proof of guardianship on the day of surgery. Without this documentation, surgery may be delayed.

Preparing for Your Procedure

- Plan to arrive approximately one hour before your procedure time. This time is required to complete your paperwork and prepare you for your procedure. Your exact arrival time will be given to you by the center's anesthesia or nursing staff a day or two before your procedure. If you need to cancel your appointment, or if you develop a cold or other illness, please call us at (412) 469-6964 as soon as possible.
- You must have a responsible adult to take you home. If you have no driver, your appointment will be cancelled. If you are under 18, your parent or legal guardian must accompany you. We recommend two adults for young children. Clearance or notification from your pediatrician is required prior to surgery. If you will receive anesthesia, you must have a responsible adult stay with you for 24 hours after your procedure, according to state law.
- Bring a list of current medications (including dosage) and drug/food allergies. Please also bring your insurance cards, photo ID and living will. If you are taking blood thinners, are pregnant, have a latex allergy, have a defibrillator/pacemaker or have a recent history of MRSA infections, please call us at (412) 469-6964.
- To receive sedation or anesthesia, you must have an empty stomach. The doctor will discuss the type of sedation and anesthesia options available with you. Depending on your procedure type, you will be instructed not to eat or drink for up to 8 hours prior to your scheduled procedure time. Specific instructions will be given to you during your pre-op phone evaluation. If you are taking daily heart or blood pressure medications, continue taking them, including the day of your procedure, with a sip of water. If you have questions about medications you should take on the day of your surgery, call us at (412) 469-6964. No chewing gum, mints or tobacco products are permitted within 8 hours of your procedure. It is very important that you follow all instructions to avoid possible complications.
- We ask that you start pre-admission with One Medical Passport. The website guides you to enter your medical history online to help us to provide you with the best possible care and minimize long interviews and paperwork. Begin at our facility website: <http://www.southwesternasc.com> and click Online Clinical History, which will take you to the One Medical Passport home. First time users of onemedicalpassport.com should click the green Register button and create an account. Answer the questions on each page and click save and continue. Once complete, you will be prompted to click Finish to securely submit your information.

- Please do not wear makeup, nail polish, contact lenses or hair clips. Remove body piercings and leave jewelry and valuables at home. Glasses and dentures will be removed before you enter the operating room. Hearing aids may be worn. Take a shower or bath before your procedure.

- Wear loose comfortable clothing such as t-shirts, elastic waist pants, and slip-on shoes.

Patient Rights and Medical Information Privacy

Please review the enclosed Patient Bill of Rights and Privacy Notices that you received prior to your procedure. Let us know if any of this information is needed in a language other than English.

After Your Procedure

- You will receive written discharge instructions prior to leaving, including when you can return to work.
- Rest on the day of your procedure.
- You may feel dizzy, lightheaded or sleepy for 24 hours or longer. Make sure you have a responsible adult to stay home with you after your procedure.
- A surgery center nurse will call you regarding your recent visit within 48 hours after your procedure.

In case of emergency, call 9-1-1 immediately.

Payment Options

- Copays and deductibles are due at registration on the day of surgery. Please call the billing office with questions or to make payment arrangements.
- MasterCard, Visa, Discover and American Express are accepted by the facility. Debit cards, cash, cashier's checks, certified checks, care credit, and money orders are also accepted.
- Self pay patients will be required to pay for services on or before the admission date unless other arrangements have been made.
- In the event any of the above requirements cannot be met, the facility will attempt to make other financial arrangements. These arrangements must be approved by the Administrator. If you have questions about financial arrangements, please call our Business Office Manager at (412) 469-6964.