



Welcome To Our Center

Our team at Mississippi Coast Endoscopy & Ambulatory Surgery Center works hard to ensure that you feel at ease while you are with us.

We will work closely with you to make this as pleasant an experience as possible.

**Mississippi
Coast**
*Endoscopy & Ambulatory
Surgery Center*



Mississippi Coast Endoscopy
& Ambulatory Surgery Center
has earned the Joint Commission's
Gold Seal of Approval™

Read carefully before your procedure.



Welcome

WELCOME TO OUR SURGERY CENTER

Thank you for choosing Mississippi Coast Endoscopy & Ambulatory Surgery Center for your procedure. Our expert team will work hard to ensure that you feel at ease and comfortable while you are with us. Our goal is to provide you with the best, most effective care so that you can return to your normal activities as quickly as possible.

If you have any questions or concerns while you are in our care, we encourage you to ask any member of our team. We will be happy to answer your questions or to assist you.

The information contained in this booklet applies to all patients who are here for surgery, endoscopy, or pain relief procedures. We hope that it is helpful in preparing you for your procedure or treatment. If you have specific questions that are not answered here, please ask your physician, or call the preoperative (Pre-Op) nurse at 228-696-0818.

CONVENIENT PRE-REGISTRATION

You may visit the surgical center between 8 a.m. and 5 p.m. to pre-register. Bring your insurance card and a photo identification card such as your driver's license.

PREPARATION FOR YOUR PROCEDURE

Do not eat or drink anything after midnight before your procedure, unless you have been given special instructions by your physician or our Pre-Op nurse.

This is extremely important. You could have serious complications if your stomach is not empty during surgery. Please ask your physician or call the Pre-Op nurse at Mississippi Coast Endoscopy & Ambulatory Surgery Center if you have questions about eating and drinking before your procedure. Children are scheduled as early in the day as possible. If your child is having surgery, please be sure that he or she does not eat or drink anything after midnight. If your child is an infant, our anesthesiologist may have additional instructions for you.

If you or your child are taking medication for heart problems, high blood pressure, or diabetes, discuss with the Pre-Op nurse the proper instructions about taking the medication on the day of surgery.

If you develop any changes in your health between the Pre-Op visit to your physician and the day of the procedure, notify your physician. Please report even minor changes such as an elevated temperature, cough, or cold. If you suspect that you are pregnant, please notify your physician.

Parents may want to have an additional adult to assist in accompanying a child home.

SECURE A DRIVER BEFORE YOUR SURGERY

IMPORTANT: For your own safety and protection, you will not be allowed to drive a motor vehicle immediately following your procedure. Please make arrangements to have someone bring you to and escort you home from the surgical center. Verification of the driver will be made prior to any procedure requiring sedation. **Your surgery will be cancelled if you fail to have a responsible driver to take you home.**

CONTACT BY OUR NURSE BEFORE YOUR PROCEDURE

If our nurse has not contacted you by 4 p.m. the weekday before surgery, please call 228-696-0818.

PHOTO ID AND INSURANCE CARD

Bring your insurance card and a photo identification card such as a driver's license with you the day of your procedure.



EATING BEFORE YOUR PROCEDURE

Unless you receive other instructions from your physician or the Pre-Op nurse, do not eat or drink anything after midnight before your procedure.



DAY OF YOUR PROCEDURE

It is normal to feel anxious or a little nervous before your procedure. Being prepared helps reduce the anxiety. Here is some advice to help you prepare.

Bathe or shower and brush your teeth the morning of your surgery. Do not swallow any water. Nail polish and contact lenses should be removed. Do not use perfumes, colognes, or body lotions.

Wear warm, loose fitting comfortable clothes. Shirts with front buttons or zippers are best. Wear socks to keep your feet warm and sensible shoes to allow safe walking.

Leave valuables at home. There is no safe storage area for these items. Remove all jewelry and body piercing studs before leaving for the center. If your tongue is pierced, remove the stud. In case of an emergency, the stud can be an obstruction for placing lifesaving breathing instruments.

Limit the number of people accompanying you. To maximize the comfort of everyone waiting, we request that only one person come with you.

If you have not pre-registered at the surgical center, be sure to bring your insurance card and a photo identification card such as a driver's license with you the day of your procedure.

Female patients, be prepared to give a urine sample. All female patients who have menstrual periods, regardless of age, will have a urine pregnancy test done prior to beginning any procedure.

In the Pre-Op area you will be asked the name of your physician and to state what procedure you are to have. This is done to help ensure that you have been properly informed. If you are unclear about your procedure, this is the time to ask questions. We will be happy to ask your physician to speak to you.

Before anything else is done a member of our Pre-Op team will ask you to sign two consent forms. One gives the Mississippi Coast Endoscopy & Ambulatory Surgery Center your permission to perform the procedure and the other is to allow the anesthesia team to care for you during the procedure.

AFTER YOUR PROCEDURE

Following your procedure, you will be moved to our fully equipped recovery area. There, you will be closely monitored by our anesthesia and nursing team. The length of stay varies, and many patients are discharged within 30 minutes after their procedure.

We will bring one designated family member to the PACU (recovery room) when you are stable.

AFTER YOU RETURN HOME

Your recovery room nurse will provide you with post-procedure instructions regarding diet, rest and medication. Plan to have someone stay with you for at least 12 hours following your procedure, and pamper yourself during this time.

Since it is normal to feel drowsy after receiving anesthetic medication, we also recommend that you postpone the following activities for 24 hours after your procedure:

- Driving and operating equipment
- Signing important papers
- Making significant decisions
- Drinking alcoholic beverages



ANOTHER DRIVER IS NECESSARY

Your surgery will be cancelled if you fail to have a responsible driver to take you home.

CONTACTING YOUR PHYSICIAN

If you have questions after your procedure, please contact your physician through his or her office.



IN CASE OF EMERGENCY

If you have an emergency, please contact the nearest hospital emergency department or call 911 for assistance.

**Mississippi
Coast**
*Endoscopy & Ambulatory
Surgery Center*

228-696-0818

2406 Catalpa Avenue
Pascagoula, Mississippi 39567
Fax: 228-696-0893
www.MSCoastSurgery.com



Have your prescriptions filled before your procedure so when you return home, you will have the medication available when you need it.

Hints

SOME HELPFUL SUGGESTIONS

If your physician has given you a prescription, have it filled before your procedure. Then, after you return home, you will have the medication available when you need it.

It is not unusual to forget small details, so write down any questions you may have and bring them with you. We will be happy to provide you with appropriate information.

It is a good idea to have someone stay with you for the first 12 hours after you return home. Rest and pamper yourself during this time.



Have someone stay with you for the first 12 hours after you return home and rest and pamper yourself.

Finances

FINANCIAL ARRANGEMENTS

Our business office team will be glad to submit the claim to your insurance company or Medicare for Mississippi Coast Endoscopy & Ambulatory Surgery Center charges. Standard outpatient procedures are usually covered by your medical insurance or Medicare. You will receive separate bills from the Mississippi Coast Endoscopy & Ambulatory Surgery Center and your physician. You may also receive separate bills from the anesthesiologist, the CRNA provider, laboratory, pathology or radiology.

Depending on your coverage, you may be asked for partial payment upon admission to the Center. We make every effort to inform you of this amount prior to your admission. When you arrive for surgery, you should be prepared to pay all co-payments and your deductible if it has not been met.

For your convenience we accept VISA, Mastercard, American Express and Discover credit cards. We also accept cash, cashier's checks and money orders.

If we need additional insurance information, or if you need to make a payment at the time of your surgery, one of our business office team members will contact you prior to your procedure. He or she will collect necessary insurance information to assist with your registration process.

If you have not heard from us within 48 hours before your procedure, or if you have any questions regarding any of this information, please call us at 228-696-0818.

ADVANCE DIRECTIVES

You have the right to information regarding Advance Directives and this facility's policy on Advance Directives. Applicable state forms will be provided upon request.

The surgery center is not an acute care facility; therefore, regardless of the contents of any advanced directive or instructions from a health care surrogate, if an adverse event occurs during treatment, patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by the physician and family. If they have been provided to the surgery center, a copy of the patient's Advanced Directives will be sent to the acute care facility with the patient.

If the patient or patient's representative wants their Advance Directives to be honored, the patient will be offered care at another facility that will comply with those wishes.



WE'RE HERE TO HELP

Our business office team will be glad to assist you in filing the necessary insurance claims.

Your Rights

PATIENT'S RIGHTS AND NOTIFICATION OF PHYSICIAN OWNERSHIP

Every patient has the right to be treated as an individual and to actively participate in his/her care. The facility and medical staff have adopted the following patient rights and responsibilities, which are communicated to each patient or the patient's representative or surrogate in advance of the procedure/surgery.

A PATIENT HAS A RIGHT:

- To receive treatment without discrimination as to age, race, color, religion, sex, national origin, disability, culture, economic status or source of payment.
- To considerate, respectful, and dignified care, provided in a safe environment, free from any form of abuse, neglect, harassment or reprisal.
- To know the identity and professional status of individuals providing services to them, and to know the name of the physician who is primarily responsible for coordination of his/her care.
- To receive information in a manner that the patient understands. Communication is provided in a manner that facilitates understanding by the patient.
- To receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- To receive as much information about any proposed treatment or procedures as he/she may need in order to give informed consent prior to the start of any procedure or treatment.
- To be provided privacy and security of self and belongings during the delivery of patient care service.
- When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- To make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If treatment is refused, the patient has the right to be told what effect this may have on their health, and the reason shall be reported to the physician and documented in the medical record.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely.
- Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the facility. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care. The facility has established policies to govern access and duplication of patient records.
- To leave the facility even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
- Be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the facility
- To know which facility rules and policies apply to his/her conduct while a patient.
- To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
- To be informed of their right to change providers if other qualified providers are available
- To be informed of any research or experimental treatment or drugs and to refuse participation without compromise to the patient's usual care. The patient's written consent for participation in research shall be obtained and retained in his/ her patient record.
- To examine and receive an explanation of his/her bill regardless of source of payment.
- To appropriate assessment and management of pain.



ANY QUESTIONS?

If you have any questions regarding your procedure or any of the information in this booklet, please call your physician or Mississippi Coast Endoscopy & Ambulatory Surgery Center's Pre-Op nurse at 228-696-0818.

**Mississippi
Coast**
*Endoscopy & Ambulatory
Surgery Center*

228-696-0818

2406 Catalpa Avenue
Pascagoula, Mississippi 39567
Fax: 228-696-0893
www.MSCoastSurgery.com



OPEN AND HONEST COMMUNICATION

Effective health care requires collaboration between patients and physicians and other health care professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are integral to optimal patient care.

As the setting for the provision of health services, surgical centers must provide a foundation for understanding and respecting the rights and responsibilities of patients, their families, physicians, and other caregivers.

Surgical centers must ensure a health care ethic that respects the role of patients in decision making about treatment choices and other aspects of their care. They must be sensitive to cultural, racial, linguistic, religious, age, gender, and other differences as well as the needs of persons with disabilities.

- Have personal, cultural, spiritual and/or ethnic beliefs respected
- (IF APPLICABLE) Be advised as to the absence of malpractice coverage.
- (IF APPLICABLE) Regarding care of the pediatric patient, to be provided supportive and nurturing care which meets the emotional and physiological needs of the child and for the participation of the caregiver in decisions affecting medical treatment.

PATIENT RESPONSIBILITIES

- To provide accurate and complete information regarding present medical complaints, past illnesses, hospitalizations, medications, allergies and sensitivities and other matters relating to his/her health.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care.
- The patient is responsible for following the treatment plan established by his/her physician
- The patient is responsible for keeping appointments and notifying the physician or facility when unable to do so.
- The patient and/or patient representative is responsible for disposition of patient valuables.
- The patient is responsible for arranging transportation home from the facility and to have someone remain with him/her for a period of time designated by his/her physician.
- In the case of pediatric patients, a parent or guardian is responsible to remain in the facility for the duration of the patient's stay in the facility. The parent or legal guardian is responsible for participating in decision making regarding the patient's care.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow the physician's orders.
- The patient is responsible for being considerate of the rights of other patients, visitors, and facility personnel.
- To be respectful of all the healthcare professionals and staff, as well as other patient

RIGHTS AND RESPECT FOR PROPERTY AND PERSON

The patient has the right to:

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is, or fails to be, furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

STATEMENT ON NON-DISCRIMINATION

Mississippi Coast Endoscopy & Ambulatory Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Mississippi Coast Endoscopy & Ambulatory Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Mississippi Coast Endoscopy & Ambulatory Surgery Center respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

IF YOU NEED AN INTERPRETER

If you will need an interpreter, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

COMPLAINTS/GRIEVANCES

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following is the name you may contact:

Mary Lynn, Administrator

**Mississippi Coast Endoscopy & Ambulatory Surgery Center
2406 Catalpa Avenue, Pascagoula, MS 39567-1813
228-696-0818**

You may contact the state to report a complaint:

Health Facilities Licensure and Certification, **Mississippi State Department of Health**
P.O. Box 1700, Jackson, MS 39215-1700
601-364-1100
www.msdlh.ms.gov/msdhsite/_static/30,0,83.html

Medicare beneficiaries may also file a complaint with the **Medicare Beneficiary Ombudsman**.
www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

Medicare

www.medicare.gov or call (1-877-588-1123)
TTY (877) 5881123 for complaints about quality of care

Office of the Inspector General: <http://oig.hhs.gov>

This facility is accredited by **The Joint Commission (TJC)**. Complaints or grievances may also be filed through TJC: www.jointcommission.org/report_a_complaint.aspx
Fax: 630-792-5636

Mail: Office of Quality and Patient Safety, The Joint Commission
One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

PHYSICIAN OWNERSHIP

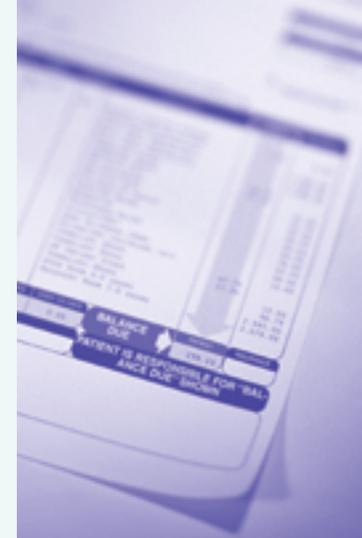
Physician Financial Interest and Ownership: Physician Financial Interest and Ownership: The center is owned, in part, by the physicians. The physician(s) who referred you to this center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

The following physicians have a financial interest in the center:

William Avara, MD
William Descher, MD
Catherine Hirsch, MD
Jason Payne, MD
Walter Risley, MD

John Bailey, MD
Edward Dvorak, MD
Mark Lyell, MD
David L. Spencer, Jr., MD

Ronald Rinker, MD
Darrell Finlay, MD
Andrea McMurphy, MD
Forrest Wells, MD



You have a right to receive prior to treatment, a reasonable estimate of charges for medical care.



All patients have a right to be treated with courtesy and respect, with appreciation of their dignity, and with protection of privacy.

**Mississippi
Coast**
*Endoscopy & Ambulatory
Surgery Center*

228-696-0818

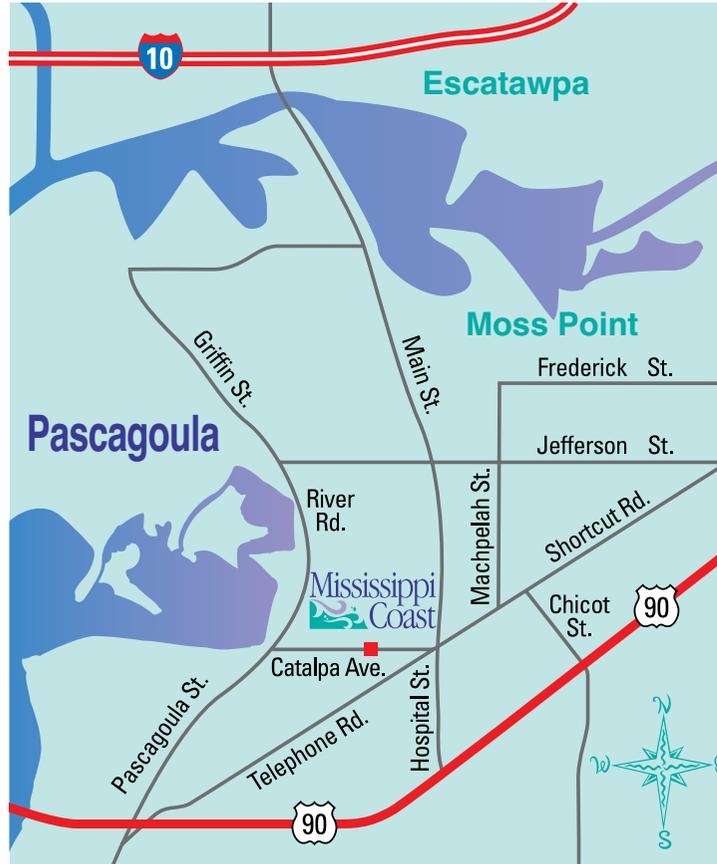
2406 Catalpa Avenue
Pascagoula, Mississippi 39567
Fax: 228-696-0893
www.MSCoastSurgery.com

HOURS OF OPERATION

Mississippi Coast Endoscopy & Ambulatory Surgery Center is open Monday-Friday 6:30 a.m. to 5 p.m.

IN CASE OF AN EMERGENCY

Should an emergency arise after you have been discharged, you should contact your physician, go to the nearest hospital emergency department, or call 911.



Mississippi Coast Endoscopy & Ambulatory Surgery Center has earned the Joint Commission's Gold Seal of Approval™



228-696-0818

2406 Catalpa Avenue
Pascagoula, Mississippi 39567
Fax: 228-696-0893
www.MSCoastSurgery.com

HOW TO FIND US:

We are in Pascagoula near State Highway 90 at the intersection of Telephone Road and Catalpa Avenue. Our building is located behind the South Mississippi Surgeons Center building.

FROM HIGHWAY 90

Turn north on to Market Street. Turn right on to Telephone Road. Turn left on Catalpa Avenue. Our building is located behind the South Mississippi Surgeons Center building.

FROM INTERSTATE 10

Take Exit 68 Main Street, (Moss Point/Pascagoula), going south. Main street becomes Telephone Road at the Pascagoula City limits. Turn right on Catalpa Avenue. Our building is located behind the South Mississippi Surgeons Center building.

PRE-OP APPOINTMENT _____

SURGERY APPOINTMENT _____

If our Pre-Op nurse has not called you by 4 p.m. the day before your procedure, please call 228-696-0818.