

Surgery Center Statement of Patient Rights

As a patient of Founders Surgery Center you have the right to:

- Privacy and security of self and belongings during the delivery of patient care services.
- Become informed of your rights as a patient in advance of, or when discontinuing, the provision of care. You may appoint a representative to receive this information should you so desire.
- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care for any other act of discrimination and without any reprisal.
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. To assure these preferences are identified and communicated to staff, a discussion of these issues will be included during the initial nursing pre-op interview.
- Access protective and advocacy services or have these services accessed on your behalf.
- Appropriate assessment and management of pain.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Knowledge of the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and healthcare providers who will see you. You have the right to change physicians if other qualified physicians are available.
- Receive information from your physician about your illness, course of treatment, outcomes of care (including unanticipated outcomes) and your prospects for recovery in terms that you can understand in a manner that facilitates understanding. As appropriate, communications specific to the vision, speech, hearing cognitive and language-impaired patient will be appropriate for the impairment.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment.
- Actively participate in decisions regarding your medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Be informed of the Founders Surgery Center policy and state regulations regarding Advance Directives.
- Full consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual involved in your care.

Confidential treatment of all communications and records pertaining to your care and your stay in the surgery center.
- Your written permission will be obtained before your medical records will be made available to anyone not directly concerned with your care.
- Receive information in a manner that you understand. Communications with you will be effective and provided in a manner that facilitates your understanding. Written information provided will be appropriate to the age, understanding and, as appropriate, the language of the patient.
- Access information contained in your medical record within a reasonable time frame.
- Be advised of the Founders Surgery Center grievance process, should you wish to communicate a concern regarding the quality of the care you receive. Notification of the grievance process includes: who to contact to file a grievance and that you will be provided with a written notice of the grievance determination that contains the name of the Founders Surgery Center contact person, the steps taken on your behalf to investigate the grievance, the results of the grievance and the grievance completion date.

- Be advised if your Ascension Medical Group physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects. Refusal to participate or discontinuation of participation will not compromise your right to access care, treatment or services.
- Full support and respect of all patient rights should you choose to participate in research, investigation and/or clinical trials. This includes your right to a full informed consent process as it relates to the research, investigation and/or clinical trial. All information provided to subjects will be contained in the medical record or research file, along with the consent form(s).
- Be informed by your physician or a delegate of your physician of the continuing healthcare requirements following your discharge.
- Examine and receive an explanation of your bill regardless of source of payment.
- Know which Founders Surgery Center rules and policies apply to your conduct while you are a patient.
- Have all your rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
- Reasonable continuity of care.

Ascension Medical Group personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patient rights.

Patient Responsibilities

The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.

- You have the responsibility to provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- You are responsible for reporting perceived risks in your care and unexpected changes in your condition to the responsible practitioner.
- You and your family are responsible for asking questions about your condition, treatments, procedures, clinical laboratory and other diagnostic test results.
- You and your family are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
- You and your family are responsible for immediately reporting any concerns or errors you may observe.
- You are responsible for following the treatment plan established by your physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- You are responsible for keeping appointments and for notifying the surgery center or physician when you are unable to do so.
- You are responsible for your actions should you refuse treatment or not follow your physician's orders.
- You are responsible for assuring that the financial obligations of your medical care are fulfilled as promptly as possible.
- You are responsible for being considerate of the rights of other patients and surgery center personnel.
- You are responsible for being respectful of your personal property and that of other people in the surgery center.
- You are required to have a responsible adult (18 years of age or older) drive you home and stay with you for the period of time directed by your physician. You may not take a cab unless you have a responsible adult accompany you.

Founders Surgery Center
1961 N Founders Circle
Wichita, KS 67206
316.274.4931

Grievance Process

The nursing and medical staff of Founders Surgery Center are committed to providing excellent care for every patient. It is our intent that all patients receive a level of care that exceeds their environmental, psychological and physical needs. We encourage you to inform us if you feel such needs were not met. You may initiate a grievance by sending a written report to:

Founders Surgery Center
Attention: Surgery Center Manager
1961 N. Founders Circle
Wichita, KS 67206
Phone: 316.274.4607

OR

Department of QI/ Risk Management
Ascension Medical Group Via Christi
1100 N. St. Francis
Wichita, KS 67214
Phone: 316.268.8216

A written notice of response will be provided to each grievance. If resolution of your complaint is not met to your satisfaction you may contact:

Kansas Department of Health and Environment
1000 SW Jackson Street, Suite 330
Topeka, KS 66612-1365
Phone: 800.842.0078

OR

Medicare Beneficiary Ombudsman

The Medicare Ombudsman's purpose is to ensure Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections. Please see this website for additional information:

<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

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Founders Surgery Center Advance Directive

It is responsibility of Founders Surgery Center to verify if a patient has an Advance Directive, or, upon request, provide information concerning Advance Directives. The term "Advance Directive" includes a Durable Power of Attorney for Healthcare Decisions, a Declaration under the Kansas Natural Death Act (also known as a "living will") and a DNR Directive.

A Surgery Center nurse will call you the day before surgery, and you will be asked if you have an Advanced Directive. If you reply is "yes", the Advanced Directive process will be as follows:

- All patients have the right to participate in their own health care decisions and to make an Advance Directive which authorizes others to make such decisions when the patient is unable to make or communicate them.
- You will be asked to bring a copy of the Advance Directive the day of your surgery. This will become part of your medical record.
- Before the scheduled procedure, your physician will discuss the specifics of your procedure and answer questions pertaining to risks, expected recovery and care after your surgery.
- You understand and agree that in the event of an unexpected or adverse incident during your procedure medical and nursing staff will attempt to resuscitate you and that you could be transferred to an acute care hospital for further evaluation.
- At an acute care hospital, further medical treatment or withdrawal or withholding of life sustaining medical treatment will be considered in accordance with the patient's wishes as expressed verbally or in an Advance Directive.
- A patient's agreement with this policy does not revoke or invalidate any current health care Advance Directive.

If you would like to consider advance directive forms, or if you have questions about your advance directives, please contact your physician's office, your private lawyer, or you can ask us and we will provide information the day of your procedure. Additional resources for information are:

- Your local County Extension Office
- Wichita Bar Association
225 North Market #200
Wichita, Kansas 67202
Phone: 316.263.2251
- Kansas Bar Association
1200 SW Harrison
Topeka, Kansas 66612
Phone: 785.234.5696
Fax: 785.234.3813

Decreasing your risk of infection

Infection is one risk of having surgery. We take steps to decrease hospital-acquired infections as part of our effort to promote high-quality care.

The sicker you are before surgery, the higher your risk of infection.

Here are easy ways you and your family can help:

Wash your hands

Hand washing is the most important way to decrease the spread of infection. Start by requesting everyone who touches you to wash their hands.

How to wash your hands

- Use soap and warm water, or, if your hands do not appear dirty, an alcohol-based hand sanitizer.
- Rub your palms, fingernails, between your fingers and the backs of your hands for at least 15 seconds - the time it takes to sing "Happy Birthday" twice.

When to wash your hands

- Before touching or eating food
- After using the bathroom
- After touching surfaces in a hospital room
- After coughing or sneezing
- After changing a diaper
- After touching the dressing on a wound
- Before entering and after leaving a hospital room.

Cover your mouth and nose

Keep tissues handy when you sneeze or cough. Germs can travel more than three feet. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. Remember to wash your hands after coughing, sneezing or touching a tissue.

If you are sick, avoid contact with others

Don't shake hands or touch others. If you are in isolation for a contagious illness, such as flu, encourage visitors to limit their hospital visits.

Make sure your vaccinations are current

The chance of a surgical site infection is greater if:

- You have a weak immune system
- Your surgery lasts longer than three hours
- Your surgery is done in an emergency due to trauma
- You are already fighting an infection
- You have diabetes, cancer or kidney disease

To lower your risk of infection:

- If you are diabetic, talk to your doctor about how to improve the control of your blood sugar. High blood sugars increase the risk of infection.
- Stop smoking, preferably at least one month before scheduled surgery. Smoking decreases blood flow and oxygen to the wound, which slows healing.
- Eat healthy foods such as fruits, vegetables, breads, dairy products, meat and fish; take vitamins and minerals if you are not getting enough nutrients in your food. Lose weight if you are over the recommended weight for your height.
- Follow instructions for caring for your wound at home. Always keep it clean and dry.
- Watch your wound for signs of infection and report them to your health care provider.
- Before you leave the hospital, make certain you know who to call if you develop a sign of infection, such as:
 - Pain or hot, hard or red areas around the wound
 - Fever
 - Increased wound drainage that is thick, bloody or smells bad
 - Failure to heal over time

Central line infections

Patients who need frequent intravenous medications, blood, fluid replacement or nutrition may require the placement of a special tube or catheter called a central venous line or central line.

Because the line can stay in place up to several weeks, germs can grow in the line and spread to the blood. A catheter-related bloodstream infection is very serious.

To protect against a central line infection, your health care provider will:

- Wash his or her hands with soap and water or an alcohol-based hand sanitizer.
- Dress in a sterile gown and gloves, wear a mask and cover his/her hair, then cover you, except for a small hole where the line is inserted.
- Clean your skin with a special antiseptic (iodine or chlorhexidine) before the line is inserted.
- Select the best vein for this type of line, most often in the upper chest for adults.
- Check the line every day to watch for signs of infection. The line will be taken out as soon as it is no longer needed, not on a set schedule.

Decreasing infections from multidrug-resistant organisms

Over time, germs can change and develop resistance to antibiotics. To help prevent the increase of multidrug-resistant organisms:

- Many infections are caused by viruses and do not respond to antibiotics.
- Don't insist on an antibiotic you may not need.
- Take antibiotics exactly as directed.
- Take all the pills, even if you feel better before they are gone.
- Do not save antibiotics for a later time or share them with others.
- If you are admitted to the hospital with an infection from a multidrug-resistant organism or develop one during your hospital stay, you will receive specific information about that organism and the necessary contact precautions to prevent its spread.
- There may be signs on your door informing visitors of special precautions when entering and leaving your room.

General Post-Op Instructions

DIET

If you are not given specific instructions by your surgeon, then following surgery it would be best to begin with liquids and light foods then progress to a regular diet. Fast food as well as greasy food should not be consumed until the day after surgery to help prevent nausea. It is a good idea to drink plenty of fluids for the first few days following surgery. You should always take your pain medication after eating something, even if it is a cracker or piece of bread / toast.

ACTIVITY

After surgery there is a fine line between going home to take it easy versus being up and about. While it is important to rest following surgery, you should get up several times during the day to go to the bathroom and to the table for meals. This activity will help to prevent blood clots in your legs and will help your bowels and bladder to function better. Please be aware that anesthesia the day of surgery as well as pain medication may affect your balance and caution should be used when walking. You should not participate in any exercise without authorization from your surgeon.

SEQUENTIAL COMPRESSION DEVICES (SCDs)

In the event you have qualified for SCD sleeves, these should be used for 7 days while you are sitting or lying down to help prevent blood clots in your legs. Please remove them before you walk anywhere. It will be your responsibility to return the machine to the company. Instructions will be given to you either by the nurse or the company. Fed Ex will pick up the device and return it to the company.

BLADDER

In order for you to be able to urinate adequately, plenty of fluids should be consumed. If you are unable to urinate, please contact your surgeon or go to an emergency room.

BOWELS

Narcotic pain medication can cause constipation. Drinking plenty of fluids and getting up and walking around will help alleviate some constipation. If needed, an over-the-counter stool softener can help while on narcotic pain medication. It should be started soon after starting narcotics to have the best results. If you have no bowel movement within 3 days you may progress to a laxative. If you still have no bowel movement, contact your surgeon.

POST-OP NAUSEA AND VOMITING

Every attempt has been made to prevent post-op nausea and vomiting. However, you may continue to experience nausea to some degree when you get home. You can minimize the chances of nausea by always taking your pain medication after eating some solid food. If you still have problems, you can treat the nausea with an over-the-counter medication. An effective over-the-counter medication is called Emetrol. If you continue to be nauseated, contact your surgeon.

HAND WASHING

At all times either yourself or your caregiver should wash hands with soap and water prior to changing or removing your dressing. This includes band-aids as well as steri-strips.

INFECTION

Any surgical procedure has the potential for infection to occur in the post-op-period. Your temperature should be taken every four hours during the day only. Should you develop a fever of 101 degrees or higher, please contact your surgeon. If you notice any drainage, sudden onset of severe pain, redness or unusual swelling, please notify your surgeon.

WOUND CARE

Specific instructions have been given to you regarding care of your surgical site. Please remember to wash your hands or have your caregiver wash their hands thoroughly with soap and water prior to touching your dressings or surgical site.



General Post-Op Instructions

BATHING

There are some surgical sites that are not allowed to be wet; please refer to your dismissal instructions. Under no circumstances are you allowed to shower or bathe before 24 hours from your dismissal. You may sponge bathe at any time.

If you have questions or concerns, please contact your surgeon by calling his/her office. If you are unable to reach your surgeon or it is after normal business hours, please call 316-262-6262 to have your surgeon paged.

In the event of an emergency, please go to the nearest Emergency Room.

Founders Surgery Center



MRN: 1382300

Test, Patient A
DOB: **05/16/1976** 032Y M
DOS: **01/09/2006** STC
FIN: **13823000446** BHC

