

Advance Directives:

An Advance Directive is your written instructions for the medical treatment that you would like in the event that you become unable to communicate your wishes. The most common types of Advance Directives are Living Wills and/or Durable Power of Attorney for Health Care.

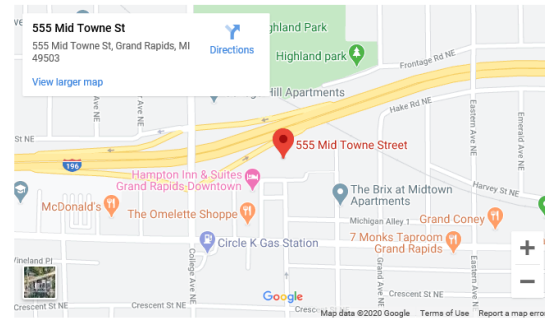
If you have an Advance Directive, please bring a copy with you the day of your procedure. This will be reviewed and discussed with you prior to your procedure. **OAM Surgery Center at MidTowne** will advise you if we are unable to comply with any portion of your Advance Directive. If you require additional information on how to complete an Advance Directive, we will be happy to assist you.

Financial Information:

OAM Surgery Center at MidTowne participates with most major insurance carriers. We will file claims to your insurance company and will do all that we are able to assist you. **All deductibles and copays are expected at the time of service.** Some insurance companies require pre-authorization by the Physician prior to the procedure. Please review the requirements of your policy and verify that this process has been completed prior to the day of your procedure. **Ultimately, you are responsible for understanding your benefits and the terms of your policy. Additionally, you are responsible for the balance of your account.** We expect that accounts will be paid within 60 days. For your convenience we accept VISA, MasterCard, Discover, and American Express. **If you require financial assistance, please contact us prior to your procedure date and we will work with you to the best of our ability.**

OAM Surgery Center at MidTowne charges do not include the fees for your Surgeon, Anesthesia provider or other ancillary services that may be necessary. These independent Physician groups will be billed separately from OAM Surgery Center. Any questions regarding those services and/or billing should be addressed directly with the individual practice.

Location and Parking:



★ MidTowne Medical Center/OAM Surgery Center at MidTowne

You may park in the ramp on the East side of the Surgery Center building. Drive down one level to park in the covered parking area on Level B, where you will be discharged. Bring your parking ticket in with you to the Surgery Center as it will be validated for you for free parking.

Arrival Time:

You will be contacted by the Surgery Center the day before your scheduled procedure with your arrival time. Patients scheduled for Monday procedures will be contacted on Friday.

OAM SURGERYCenter at MidTowne



Mission Statement

“Our mission is to provide state of the art outpatient surgical care that exceeds our patient’s expectations and the industry standards for quality.”

Vision Statement

“To promote healing through our values of compassion, quality care, respect, and a commitment to providing the latest technology to meet our patient’s needs.”

OAM Surgery Center at MidTowne

555 MidTowne St. NE, Suite 200
Grand Rapids, MI 49503
616-552-5000

Hours of Operation:

M-F 7AM-5PM

In the event of an emergency, please call 911 or proceed to the nearest emergency room.

Welcome to OAM Surgery Center at MidTowne where we provide surgical care and procedures for patients of all ages. Our dedicated team of professionals are committed to providing the highest quality of affordable care to you and your family in a warm and supportive atmosphere.

OAM Surgery Center at MidTowne is a leading Orthopaedic licensed Ambulatory Surgery Center (ASC) in the State of Michigan, certified by Medicare and accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).

Our top-rated Orthopaedic Specialists perform a variety of first-class same-day procedures, including outpatient **Total Joint Replacements**, and **Spine Procedures**. Our entire staff is dedicated to providing quality, personalized, and efficient care from check-in to pre-op to post-op recovery.

The following Physicians hold Ownership Interest in the OAM Surgery Center at MidTowne:

| | |
|--------------------------------------|-----------------------------------|
| John G. Anderson, M.D. | Michael R.F. Jabara, M.D. |
| James E. Bakeman, M.D. | Kory J. Johnson, D.O. |
| David J. Bielema, M.D. | Kenneth M. Kozlow, M.D. |
| Donald R. Bohay, M.D. | James J. Lee, M.D. |
| J. Todd Brown, D. O. | Tim R. Lenters, M.D. |
| Scott D. Burgess, M.D. | Thomas A. Malvitz, M.D. |
| Kristopher R. Danielson, D.O. | John D. Maskill, M.D. |
| Viet H. Do, M.D. | Thomas M. Matelic, M.D. B. |
| Kenneth J. Easton, M.D. | Kent Maupin, M.D. |
| James R. Ellis, M.D. | Randolph B. Russo, M.D. |
| Terrence J. Endres, M.D. | Scott S. Russo, M.D. |
| Benjamin L. Harper, M.D. | Geoffrey A. Sandman, M.D. |
| John H. Healey, M.D. | Benjamin M. Strong, M.D. |
| Erik C. Hedlund, D.O. | James R. Stubbart, M.D. |
| Timothy D. Henne, M.D. | Peter C. Theut, M.D. |

OAM Surgery Center at MidTowne complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender.

Pre-Operative Instructions

Please read the following important information completely.

Once you are scheduled for your procedure, your surgeon's office will provide you with instructions for filling out our online health history form, Simple Admit (SA). It is expected that you complete the SA form as soon as possible. A completed SA form is required in order to proceed with your surgery. Closer to your procedure, you may receive a phone call from a nurse to review the completed health history form.

Please talk to your doctor about any daily medications you are currently taking, especially for heart, diabetes or blood pressure. Be sure to mention any over-the-counter drugs that you take including aspirin, Bufferin, Nuprin, Advil or Motrin, vitamins, or herbs.

If you develop a cold, fever, infection, or any inflammation or broken skin near the surgery site, notify the Surgery Center as soon as possible as it may be necessary to postpone your surgery until a further assessment has been completed. If you are or think you may be pregnant, it is important that you inform your surgeon or nurse.

Every patient receiving anesthesia must be accompanied by an adult (18 years old or older) at the time of discharge.

This person assumes responsibility for your care for twenty-four hours. You cannot drive or be left alone. If no ride is available, your surgery will be rescheduled.

Patients under the age of 18 must be accompanied by a parent or legal guardian who must sign the release for surgery and remain in the Surgery Center until the minor is discharged. Legal guardians must bring written proof of guardianship on the day of surgery. Without the documentation, surgery may be delayed or cancelled. Children may come to the surgical center wearing their pajamas. You are encouraged to bring their favorite toy or blanket. Please bring an empty bottle or sippy cup if your child can't drink from a glass. Bring formula to offer as a second choice, if your child doesn't want juice following surgery.

Pre-Operative Instructions (Continued)

DO NOT EAT OR DRINK ANYTHING (INCLUDING WATER) AFTER MIDNIGHT the night before your surgery unless you have been otherwise instructed by your physician. Please limit the use of caffeine, alcohol and tobacco for 24 hours prior to your surgery and refrain from smoking after midnight.

Day of Surgery

Please bring your driver's license or other photo identification and insurance card(s).

Plan on being at our center for several hours, possibly most of the day (depending on your surgical procedure and length of recovery).

Please bathe or shower in the morning of your appointment to minimize the risk of infection. Do not apply powders or oils. Do not wear makeup, jewelry or contacts. Leave valuables at home. Wear comfortable, loose clothing with a button or zip front that is easily worn after your surgery and comfortable slip on shoes. Please leave children not having surgery at home, and bring only one adult.

If you are scheduled for anesthesia, an Anesthesiologist will examine you and ask important questions regarding your health and medical history.

Upon discharge, you will receive a post-operative instruction sheet to take home. Please follow all of the directions from your physician. If you had general anesthesia or IV sedation the effects of sedation may last as long as 24 hours. The following activities should be avoided during this period.

- Driving a motor vehicle
- Operating machinery
- Participating in sports
- Drinking alcoholic beverages
- Participating in any strenuous activity
- Signing any important papers
- Making any important decisions
- Smoking
- Walking up and down steps
- Taking care of children

Patient Rights and Responsibilities

Every patient has the right to:

- Be treated with respect, consideration, and dignity, regardless of race, color, nationality, creed, sex, religion, disability or source of payment for care.
- Every consideration of his/her privacy concerning his/her medical care and treatment. Those not directly involved in his/her care must have the permission of the patient to be present.
- Expect that all communication and records pertaining to his/ her care will be treated as confidential. Patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Obtain from his/her physician, complete information concerning his/her diagnosis, evaluation, treatment and prognosis, in terms that you can understand. When it is medically inadvisable to give such information to the patient, the information will be provided to a person designated by the patient or to a legally authorized person.
- Participate in decisions concerning their health care and treatment, except when participation is a medical contraindication due to medical reasons.
- Refuse to participate in experimental research.
- Change their provider if another qualified provider is available.
- Be free from all forms of abuse or harassment.
- Be fully informed about a treatment or procedure and the expected outcome, before it is performed.
- Voice complaints and grievances without discrimination or reprisal and to have those complaints and grievances addressed.
- Refuse care and treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.
- Expect that within its capacity this accredited ambulatory surgery facility must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
- Examine and receive an explanation of his/her bill regardless of the source of payment.
- Formulate an Advance Directive (such as a Living Will or Durable Healthcare Power of Attorney) and expect the surgery center to honor the intent of your directives to the extent permitted by law and facility policy.
- Obtain a copy of his/her complete medical record by completing a medical records request form at the Center or calling 616-552-5000 to obtain one.

Patient is responsible for:

- Providing accurate/complete information related to their health condition, medications, including over the counter products and dietary supplements, allergies, sensitivities, and past illnesses and hospitalizations.
- Making their healthcare provider aware if they do not understand the proposed treatment or expectations of them.
- Following the treatment plan prescribed by his/her provider.
- Informing the provider about any living will, medical power of attorney, or other directive that could affect his/ her care.
- Keeping appointments or, when unable to do so, for notifying the surgery center and physician.
- Promptly fulfilling his/her financial obligations to the surgery center.
- Being respectful and considerate of other patients and the personnel of this surgery center, and following the facilities' rules and regulations.
- Providing feedback, suggestions and comments and/or complaints to help the surgery center improve our services.
- Having a responsible adult accompany them to OAM Surgery Center at MidTowne and assume responsibility for them for 24 hours following the surgery.

Grievances

OAM Surgery Center at MidTowne sincerely hopes that we meet your expectations and that you are pleased with the care that you receive here. We encourage your suggestions and/or feedback. We also would like to know about any concerns or complaints you may have. Please call (616) 552-5000 to speak to the Administrator.

If you feel that your concerns and/or complaints have not been handled appropriately and you have concerns about patient safety or quality of care, you can contact:

Department of Human Services

PO Box 30037 • 235 S Grand Avenue • Lansing, MI 48909
Phone: 517-373-2035 • www.michigan.gov/dhs

Patients who are Medicare beneficiaries may receive additional help from the Medicare Beneficiary Ombudsman.

800-Medicare (800-633-4227)

www.medicare.gov