

Same Day Surgery at Vantage Surgery Center

An affiliate of Virtua Health

Excellence in same day surgery.

What you need to know and do:

About Same Day Surgery

Same day surgery now accounts for more than 75 percent of all surgeries. Thanks to advances in technology and anesthesia, even surgeries that just a few years ago required a hospital stay can now be handled safely and with the greater comfort in a surgery center.

Everything about the Vantage Surgery Center is specifically designed for same day surgery. Streamlined, state-of-the-art operating rooms reduce surgical time. Nursing staff and protocols facilitate your recovery. The goal of this center is to maximize patient convenience and satisfaction in friendly, quiet and comfortable setting.

How to get ready for your surgery

These instructions are for your comfort and safety. It's very important to follow them carefully, so that your surgery will not be canceled at the last minute for safety reasons.

At the time you schedule surgery

1. You will need to have a history and physical done within 30 days of surgery. Ask your surgeon whether he or she will complete the form, or whether your general practitioner will, and whether you need to do anything to help.
- Ask whether you need to have any lab work done and when you should schedule it.
 - Notify any member of the surgery center staff of any allergies/reaction to medication and sensitivity to latex.
 - Although it is not mandatory, you can call to setup an appointment to meet with the anesthesiologist prior to the day of your surgical procedure to discuss the best anesthetic for your procedure.
 - Bring any information regarding any anesthesia complications with you or your family members – difficult intubation, high temperature post op, difficult waking up, prolonged hospital stays or prolonged time on a ventilator.
 - **A registered nurse from Vantage Surgery Center will call you to obtain your medical history and a list of your medications prior to the date of surgery. Pre-Admission Testing (P.A.T.) Office Phone # 609-491-2510**

One week ahead

2. Arrange for a responsible adult to accompany you home and stay with you for the first 24 hours. You will not be allowed to drive home by yourself.
 - If there is any change in your physical condition – even a scratchy throat – call your surgeon's office and let him or her know.

The day before

3. The surgery center will call you to confirm the time of your surgery and answer any last-minute questions you may have by 4:00 pm

609-491-2510 / 609-654-5795

The day of surgery

4. Dress in light, loose clothing. Button shirts are preferable to pullovers and are essential if you are having shoulder surgery. Loose, drawstring pants are ideal. Do not wear makeup, nail polish, jewelry, hair spray, or perfume of any kind.
 - Bring:
 - A list of your current medications including herbal supplements,
 - An eyeglass case if you wear glasses.
 - Your crutches, if you are having foot, knee, or ankle surgery.
 - Your insurance forms
 - Your insurance ID card(s)
 - Your photo ID
 - Form of payment
 - CPAP
 - Do Not Bring:
 - Valuables/Jewelry
 - Small children. Anyone who comes with you should be attending to you. If you are accompanying a child patient, you need your full attention for that child and must not be distracted by caring for other children.
 - Contact lenses. If you must wear them because you don't have glasses, bring the case and lens solution so you can store them during the operation.

What to expect after surgery

5. After surgery, you'll spend some time in the recovery area at the surgery center, where the nursing staff will care for you until you're ready to leave. Your nurse will provide lots of personal attention.

What to do for the first 24 hours

6. Let your responsible adult caregiver take care of you. Sit, relax and allow yourself to be pampered for a day.
 - Follow any special instructions your surgeon or nurse gave you.
 - Call your surgeon if you have unusual symptoms or changes in your condition that you did not expect.

What NOT to do for the first 24 hours after your operation

7. Anesthesia can linger in your system for a day or more. You may feel fine, yet not have complete command of your abilities. It is very important that you:
 - Do not drive or operate machinery.
 - Do not take any medication without your surgeon's approval.
 - Do not drink any alcoholic beverages.
 - Do not sign any legal documents, or make any important decisions

How to help your child through surgery

8. Children often take their cues from adults they trust. You can help your child feel safe and comfortable by demonstrating your own calm assurance. The surgery center staff also will help your child to feel at ease by showing and explaining the facility, answering questions, and even playing with your child.

You will be able to stay with your child until he or she enters the operating room, and you will be reunited right after surgery in the recovery room. This is very comforting to the child and to most parents. Vantage Surgery Center's policy is that all children, no matter what age,

need the support of their legal guardian. Children up to 18 years of age must be accompanied by a legal guardian on the day of surgery.

Reasons you will feel confident about your child's surgery

9. A child's surgery at Vantage Surgery Center is always attended by someone who is familiar with the special anesthetic needs of children. Vantage Surgery Center provides equipment especially designed for children and pediatric surgery. Your child will be attended every minute by a member of the nursing staff and will not be left alone, even for a second.

Insurance and Billing

Because surgery involves many different people and services that are all separate entities – the doctor, the lab, the facility etc., billing can be confusing. If you have a question or concern about your bills, don't hesitate to call us for clarification.

Here is some basic information about what to expect:

- You will receive more than one bill. You will get separate bills from the surgery center, the physician, and the anesthesiologist. You also may get bills from radiology and pathology. We can tell you how many bills to expect if you ask.
- Vantage Surgery Center will bill your insurance company for our portion of your expenses, as a convenience to you. Unfortunately, we cannot do the same for the rest of your surgery bills, although the various offices that issue them may be able to help you.
- You are responsible for any deductible, co-insurance, or balance not paid by your insurance. Vantage Surgery Center participates with most local and national commercial insurers. HMOs, PPOs, IPAs, and Workers' Compensation carriers.

- If you do not have insurance, you must pay for your surgery on or before the day of the surgery. We will give you an estimate beforehand. After surgery, we will calculate the actual bill indicating the total charge with any unpaid balance, which must be paid in 30 days.
- Vantage Surgery Center accepts most major credit cards.
- If your insurance company requires a referral, you are responsible to bring one the day of surgery, made out to “Vantage Surgery Center”
- Bring your copay if necessary.

Patient’s Bill of Rights

Each patient receiving services at Vantage Surgery Center shall have the following rights:

1. To be informed of these rights, as evidenced by the patient’s written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these writes and given a written and verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the facility.
2. To be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient’s care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any changes for services not covered by sources of third-party payment or not covered by the facility’s basic rate.
3. To be informed of the facility has authorized other health care and educational institutions to participate in the patient’s treatment. The patient also shall have a right to know the identity and function of

these institutions, and to refuse to allow their participation in the patient's treatment.

4. To receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, evaluation, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, expected results(s) and prognosis. If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to the patient's next of kin, guardian, person designated by the patient or to a legally authorized person before a treatment or procedure is performed. This release of information to the next of kin or guardian, along with the reason for not informing the patient directly, shall be documented in the patient's medical record.
5. To participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record.
6. To be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with law, rule and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices.
7. To voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal. Grievances may be provided to the state agency directly using the contact information below.
8. To be free from mental, physical and all other forms of abuse, free from exploitation, harassment and free from use of restraints unless

they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel.

- 9.** To confidential treatment of information about the patient:
 - i.** Information in the patient's medical record shall not be released to anyone outside the facility without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the Department for statutorily authorized purposes.
 - ii.** The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.
 - iii.** The patient upon request may be provided access to information contained in their medical records and request amendments to their medical records.
- 10.** To be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when facility personnel are discussing the patient.
- 11.** Have access to an interpreter whenever possible free of charge,
- 12.** To not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules.
- 13.** To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient.

14. To not be discriminated against because of age, race, sex, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the facility.
15. To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care in accordance with N.J.A.C. 8:43A-16.2
16. Give an informed consent* to the physician (*after being fully informed of the risks, benefits, expected outcome of a surgery/procedure), prior to the start of a procedure.
17. Change primary or specialty physicians if other qualified physicians are available.
18. Receive care in a safe setting.
19. Receive information pertaining to the facility's policy for advance directives (including a description of applicable State health and safety laws if requested, official State advanced directive forms), written disclosure of physician financial interests or ownership, which is provided prior to the start of the surgery and/or procedure.
20. If a patient is adjudged incompetent under applicable State laws by a court or proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
21. If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to extent allowed by State law.

Patient's Responsibilities

Each patient at this facility has the responsibility to:

1. Provide the center staff with complete, accurate health information, any medications including over-the-counter products, dietary supplements and any allergies or sensitivities.

2. Follow the treatment plan prescribed by his/her provider and participate in his/her care.
3. Provide a responsible adult to transport the patient home from the facility and remain with him/her for 24 hours if required by his/her provider.
4. Inform the corresponding provider about any advance directive (such as a living will or medical power of attorney) that could affect his/her care.
5. Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.
6. Be respectful of all healthcare professionals, staff, other patients and visitors.
7. Respecting the property of others and the Center.
8. Observing prescribed rules of the Center during their stay and treatment.
9. Inform a facility staff member regarding any of the following:
 - If they feel that their privacy has been violated
 - If their stay is being threatened
 - If they feel a need/desire to file a grievance

Comments or complaints may be forwarded to the following offices:

A patient, patient representative and/or surrogate should contact the Office of the Medicare Beneficiary Ombudsman if they have concerns at:

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

- Medicare may also be contacted @ 1-800-MEDICARE (1-800-633-4227)
- Medicare Mailing Address:
Medicare Contact Center Operations
P.O. Box 1270, Lawrence, KS 66044

Complaints about a Health Care Facility may be filed to a representative in the Office of Acute Care Assessment and Survey, NJ Department of Health at:

<http://www.state.nj.us/health/healthfacilities/contact.shtml#5>

P.O. Box 367, 120 South Stockton St.

Trenton, NJ 08625-0367

Complaint Hotline: 1-800-792-9770 option 2 or

Fax: 609-633-9060

A representative from the Office of the Ombudsman for the Institutionalized Elderly can also be contacted at the following address:

P.O. Box 520, Trenton, NJ 08625-0520

Phone: 609-278-2640 Fax: 609-278-2647

<https://statenj.us/humanservices>

Call Medicaid 1-800-356-1561

Division of Medical Assistance and Health Services

Additionally, for complaints regarding discrimination on the basis of age, race, color, sex, national origin, religion, disability, economic status or payment source, you may contact:

Office of Civil Rights at 1-800-368-1019,

or by visiting <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington D.C. 20201

Complaint forms available at: <http://hhs.gov/ocr/office/file/index.html>

The Accreditation Association for Ambulatory Health Care (AAAHC) may also be contacted at any time regarding complaints and/or suggestions at:

Phone: 847-853-6060 Fax: 847-853-9028

Mail: AAAHC Accreditation Services

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