



Dear Guests,

Thank you for choosing Outpatient Surgery Center as your preferred cardiac surgery facility. Our goal is to provide you with the highest quality care and service. The following information is provided to help you understand our policies and procedures, but also your rights and responsibilities as a patient. It is in our best interest to comply with all Federal, State and Local Laws.

We want you to be informed while having a pleasant experience at our facility:

1. What to Expect

- Once your referral is submitted by your provider, our staff will call you to confirm your personal and insurance information, review financial responsibility and transportation.
- Review and follow the pre-admission instructions provided by your physician.
- You will be going home the same day. It is required that someone else drives you home. If you choose to use our transportation services or public transportation, you must have a responsible adult to escort you. It is strongly suggested that you do not drive for the remainder of the day and that someone stays with you for the next 48 hours.
- If you develop a cold, sore throat, fever or any other illness that occurs within 48 hours before your surgery, please call the Outpatient Surgery Center.
- **Understanding your medication:** It is important that you know what medication(s) you are taking and how to take them. Prepare for your procedure by asking your physician(s) or pharmacist(s) the necessary questions about your medications as they may relate to your procedure.
- **Arrival Time:** It is very important that you arrive **60 minutes prior to your procedure time** to begin your registration process which includes updating your demographic, insurance, payment and health information if necessary.
- **Late Arrival Policy:** If you arrive more than 15 minutes late, you may be asked to reschedule your appointment(s). We ask that if you are running late, please call and let us know. This will allow us to continue to provide care to the patients that have arrived on time.



- **Co-Pay, Co-Insurance, and Account Balance Payments:** Please be prepared to pay your co-payments, deductibles, and any outstanding balances due at the time of your procedure. Please refer to the Financial Policy for your financial obligations as a patient.
- **Appointment Time:** Your appointment time is the time you are to begin your exam or procedure. Your provider will be using a computer in the operating room to access and update your medical information as part of an electronic medical record process.
- **Checkout Process:** You will be provided a Clinical Summary of your procedure at that time. The physician’s office will be in contact with you to schedule a follow-up for your procedure.
- **Translation Policy** (See Non-Discrimination Policy)
- **Hospital Affiliation:** In case of any complications you will be transferred to UF Health Leesburg Hospital.

2. Policies and Procedures

Welcome!	3
Notice of Privacy Practices.....	8
Patient Bill of Rights and Responsibilities.....	13
Financial and Billing Policy.....	15
Frequently Asked Questions (FAQ) About Billing.....	18
Non-Discrimination Policy	21
Transparency in Health Care.....	23
Marketing, Website and Social Media Policy	26
Advance Directives Reference #10017.....	28
Information on Non-Opioid Alternatives	32
Physician Financial Ownership.....	36
Medication Management.....	37
Acknowledgment of Policies and Procedures.....	38