



# CENTER FOR SPECIAL SURGERY

**[www.centerforspecialsurgery.com](http://www.centerforspecialsurgery.com)**

We are pleased that you have chosen the Center for Special Surgery to assist you with your surgical needs. We welcome the opportunity to make this a very special experience for you. Please find enclosed a packet of information for you to review.

The packet includes your Patient Rights and Responsibilities, Grievance Procedures, Advance Directives, and Physician Ownership. We are required to give these items to you prior to your surgery date per the Medicare Advisory Board. These items are for you to keep and review.

You may visit our website listed above if you have any questions about our Center. Directions on how to get to our facility, as well as the surgeons that use our facility are also located on our website. If you would like to complete your Medical Information online, you may do so on our secure website. Just click on the box that says "If you are having surgery" and fill in your health information.

Please make arrangements to have a family member or friend to remain in our facility's waiting room the entire time you are having your procedure. Patients without rides are subject to cancellations.

Again, we look forward to your visit and please feel free to call us if you have any questions (864) 527-7700.



# CENTER FOR SPECIAL SURGERY

## Rights of Patients

---

**The following list of patient rights is not intended to be all inclusive. Patients receiving care at our center have a right to:**

- To have considerate and respectful care that is provided in a safe environment.
- Receive information from the surgeon about diagnosis, course of treatment, and the prospects for recovery in terms that is understood by the patient and family member/representative.
- Receive information about any proposed treatment/procedure in order to give informed consent or to refuse treatment. Except in emergencies, this information shall include a description of the treatment/procedure and the medical risks and benefits involved for the course of treatment. Risk factors and/or complications will be explained for refusal of treatment.
- Patient may leave the facility; even Against Medical Advice (AMA).
- Coordinate care with their surgeon and other healthcare providers that are necessary for continuity of care.
- Full consideration of patient privacy will be enforced to include consultation, examination, treatment, and recovery.
- Patient confidentiality will be enforced throughout treatment, all methods of communication as well as medical records pertaining to patient care.
- Have a family member or representative of their choice to be involved in their care.
- Have all patient's rights apply to the person who has legal responsibility to make medical decisions regarding treatment on behalf of the patient.
- Patient will be informed of their rights in advance of, during treatment, and/or discontinuing the provision of care.
- Remain free from seclusion or restraints of any form; that is not medically necessary.
- Patients are informed about procedures for expressing suggestions, complaints, grievances, and problems involving their care at the facility.
- Patient may access information in their medical record within a reasonable time frame.
- Examine and request an explanation of benefits; regardless of source of payment.
- Be informed by the surgeon/physician or designee to the continuing healthcare requirements after discharge.
- The credentials of the facilities healthcare providers are available upon request.
- All facility personnel shall observe all of these patient's rights without regard to race, sex, cultural, socioeconomic or religious practices.

## Patient Responsibilities

---

The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities that are presented to the patient in the spirit of mutual trust and respect.

### Patient Responsibilities require the patient to:

- The patient will demonstrate respectful behavior to all healthcare providers as well as to other patients and their families.
- To provide accurate and complete information concerning health history, hospitalizations, prescription and over-the-counter medications and any other health related issues.
- Will acknowledge and voice understanding of the medical risks and benefits of their surgical procedure and recovery, as well as any alternative treatments.
- The patient is responsible for following the plan of care that is recommended by their surgeon, nurses, and medial assistants.
- The patient accepts full responsibility for the potential consequences for refusal of treatment and/or for not following the plan of care as described by their healthcare providers.
- Responsible for keeping all follow-up appointments with their healthcare providers or if unable to keep appointment obligations, the patient will call the facility within 24 hours of their appointment.
- Responsible for assuring that any financial obligations to their healthcare providers and/or facility will be fulfilled as promptly as possible.
- The patient will call 911 for any after-hours emergencies that are life-threatening. For after-hours non-life threatening questions or concerns, the patient may call their physician's office and follow the guidelines and procedures as outlined by their physician and answering service.

## Patient Guardian

---

The patient's guardian, next of kin, or legally authorized responsible person has the right to exercise the rights delineated on the patient's behalf, to the extent permitted by law, if the patient:

- has been adjudicated incompetent in accordance with the law.
- has designated a legal representative to act on their behalf.
- is a minor.

## Patient Grievances

---

The patient and family are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs, and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate at the South Carolina Department of Health and Environmental Control or Medicare (numbers listed below).

The surgery center will respond in writing with notice of how the grievance has been addressed.

## Contacts:

Center for Special Surgery  
Contact: Ashley Brown  
209 Patewood Drive, Suite 300  
Greenville, SC 29615  
(864) 527-7700  
(864) 527-7701

South Carolina DHEC  
2600 Bull Street  
Columbia, SC 29201  
(803) 898-3432

Medicare Beneficiary  
Ombudsman  
1-800-MEDICARE  
(1-800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

## Advance Directives

---

In accordance with South Carolina law, this center must inform you that we are not required to honor and do not honor DNR directives. A healthcare power of attorney will be honored.

If a patient should provide his/her advance directive a copy will be placed on the patient's medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.

In order to assure that the community is served by this facility, information concerning advance directives is available at the facility. While the state of South Carolina does not have required a specific form for an advanced directive, sample forms are available at the center's office. To obtain this form and information, please call (864) 527-7700.

## Physician Participation

---

This is to inform you that your physician might have a financial interest or ownership in this center. The following are physicians who have a direct or indirect ownership interest:

Dr. Timothy Brown	1011 Frontage Road, Greenville, SC 29615	NPI# 1548210826
Dr. John Millon	1011 Frontage Road, Greenville, SC 29615	NPI# 1992754865
Dr. Michael O'Boyle	209 Patewood Dr, Ste 200, Greenville, SC 29615	NPI# 1750479598
Dr. Thomas Pace	200 Patewood Dr, Bldg C Suite 275 29615	NPI# 1073601993
Dr. John Sanders	1011 Frontage Road, Greenville, SC 29615	NPI# 1891745246
Dr. Edwin Rudisill	1011 Frontage Road, Greenville, SC 29615	NPI# 1699725952
Symbion Healthcare	40 Burton Hills Blvd, Suite 500, Nashville, TN 37215	

## Patient Rights Notification

---

**Each patient at the center will be notified of their rights in the following manner:**

- A written notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A verbal notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A posted notice visible by patients and families waiting for treatment.