

PATIENT RESPONSIBILITIES

- To provide complete and accurate information to the best of their ability about their health, any medications, including over the-counter products and dietary supplements and any allergies or sensitivities.
- To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.
- To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- To inform their provider about any living will, medical power of attorney, or other advance healthcare directive in effect.
- To accept personal financial responsibility for any charges not covered by their insurance.
- To be respectful of all healthcare professionals and staff, as well as other patients

NOTICE OF NONDISCRIMINATION

Discrimination is Against the Law

SCNETX complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

SCNETX does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCNETX:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact:

**Lori Bolden, R.T.(R) Administrator at 903-792-2108**

If you believe that SCNETX has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance:

COMPLAINTS/GRIEVANCES

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

**Lori Bolden, R.T.(R) Administrator**  
**1902 Moores Lane, Suite B, Texarkana, TX 75503**  
**903-792-2108**

You may contact the state to report a complaint;  
**Texas Department of State and Health Services**  
**1100 West 49th St., Austin, TX 78756**  
**888-973-0022**  
**State Web site:** [www.dshs.state.tx.us](http://www.dshs.state.tx.us)

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman. **Medicare Ombudsman Web site:** [www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home](http://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home)

**Medicare:** [www.medicare.gov](http://www.medicare.gov) or call 1-800-MEDICARE (1-800-633-4227)

**Office of the Inspector General:** <http://oig.hhs.gov>

This facility is accredited by the **Accreditation Association for Ambulatory Health Care (AAAHC)**. Complaints or grievances may also be filed through AAAHC:  
3 Parkway North Blvd, Suite 201  
Deerfield, IL 60015  
847-853-6060 or email: [info@aaahc.org](mailto:info@aaahc.org)

IF YOU NEED AN INTERPRETER

If you will need an interpreter, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.  
Appelez le 1-903-792-2108 (ATS: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-903-792-2108 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-903-792-2108 (TTY: 711).

PHYSICIAN FINANCIAL INTEREST AND OWNERSHIP

The center is owned, in part, by the physicians. The physician(s) who referred you to this center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

THE FOLLOWING PHYSICIANS HAVE A FINANCIAL INTEREST IN THE CENTER:

- |                     |                       |
|---------------------|-----------------------|
| Dr. Jason Pickelman | Dr. Gregory Smolarz   |
| Dr. Joshua Wiggins  | Dr. Jessie Liang      |
| Dr. Bradley Byrne   | Dr. Christopher Payne |
| Dr. Mitchell Glass  | Dr. Harold Weems      |
| Dr. J. Sean Womack  |                       |
| AMSURG Holdings     |                       |
| Dr. James Booker    |                       |



Surgery Center of Northeast Texas

1902 Moores Lane, Suite B  
Texarkana, TX 75503  
Phone: 903-792-2108

PATIENT NAME

PROCEDURE

SURGEON

DATE OF SURGERY

FOLLOW-UP APPOINTMENT

[www.scnetx.com](http://www.scnetx.com)



Not just better care,  
a better care experience



## INTRODUCTION

The doctors, nurses and staff of Surgery Center of Northeast Texas appreciate the confidence you have placed in us. You have chosen one of the finest facilities of its kind for your medical care and treatment.

Surgery Center of Northeast Texas is a state-of-the-art outpatient surgical facility providing a wide range of ambulatory procedures. Our goal is to provide high quality services in a comfortable and safe environment.

## OUR PROCEDURES

Surgery Center of Northeast Texas is a freestanding, outpatient surgical facility dedicated to a broad range of surgical procedures. Our Center specializes in ophthalmology/ laser-assisted cataracts, general surgery, plastic surgery, oral surgery, orthopedics, sports medicine, ear, nose and throat, neuro surgery and urology. Our board-certified surgeons believe in giving you the personal attention you deserve.

## FACILITY OFFERINGS:

- Medicare Certified
- AAAHC Accredited
- Board-certified surgeons
- Board-certified anesthesia providers
- Knowledgeable, highly-skilled, professional staff
- Convenient and affordable alternative to hospital-based surgery
- Convenient location with free parking
- Dependable and efficient service

## OUR PROCEDURES

**Surgery Center of Northeast Texas** accepts most forms of insurance, including Medicare, Medicaid, and most commercial insurance plans. If your procedure is covered under Worker's Compensation, please be prepared to provide us with the necessary documentation. **Self-Pay** patients are also welcome at our center.

You are responsible for any balance not covered by your insurance. You will be notified in advance of your estimated financial responsibility, which will be due at time of service. If you are unable to pay, please alert the Central Billing Office (903-792-2108) ahead of time so that a payment plan may be discussed. We accept cash, check, and most major credit cards.

**You will receive several bills as a result of your procedure at Surgery Center of Northeast Texas:**

- Physician Fee
- Facility Fee
- Anesthesia
- Pathology

## PRIOR TO YOUR PROCEDURE

1. Please arrange to have a responsible adult drive you to and from your procedure. The medications you receive will have sedative effects that slow your reflexes. You will not be able to drive the rest of the day, and should arrange to have a responsible party remain with you for 24 hours after the procedure. If you do not have someone with you, your procedure will be rescheduled.
2. We will call to remind you of your procedure and ask if you have any questions. We will also notify you in advance of your financial responsibility due at time of service.
3. Specific individual instructions from the physician's office will be given to you before you come to the center.
4. You must follow your physician's instruction regarding the preparation and any dietary modifications. **No food or drink of any sort after midnight the night before your procedure.**
5. A surgery center nurse will call to obtain your medical history and go over instructions. You will be given your arrival time 1-2 days prior to your procedure.
6. Wear comfortable clothing that is easy to take off and put on. Bring a jacket as it may be chilly.
7. Leave all jewelry and valuable at home. We are not responsible for lost items.
8. Bring your glasses and hearing aids with you (if applicable).
9. Bring your insurance card, driver's license and method of payment if applicable.
10. Bring your Advanced Directive paperwork (if applicable).
12. Please don't bring more than 2 visitors with you.
13. Children under the age of 13 are not allowed.

## WHEN YOU ARRIVE

1. Please arrive on time and notify the receptionist of your arrival.
2. Forms will be available for completion upon arrival. All patients are asked to review and sign Admission Forms before their procedure to authorize the physician to perform it.
3. A Pre-Op Nurse will speak with you and record your vital signs, allergies and other patient information and get you ready for surgery.
4. Your physician and anesthesia provider will speak with you and answer any final questions you may have at this time.

5. An IV may be started so that we may give you intravenous medication. This medication will help you to relax and feel more comfortable.
6. Your responsible party may wait in our waiting room.

## AFTER YOUR PROCEDURE

You will rest for a short time in our Recovery Area before discharge. The physician will review his/her findings and will give you verbal and written discharge instructions particular to your procedure/surgery.

You may feel the effects of the sedation after your procedure, so please follow these simple safety guidelines:

- Do not drink alcoholic beverages
- Do not drive or operate machinery
- Do not make any important decisions... until the following morning

Ensure you are accompanied by a responsible party for 24 hours post-procedure. The physician's office will contact you regarding any pathology results from your procedure, if applicable.

If at any time at home you feel difficulty breathing, chest pain, excessive bleeding or vomiting, go to the emergency room or call 911.

## PATIENT RIGHTS

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISIONS REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE/SURROGATE PRIOR TO THE PROCEDURE/SURGERY.

### PATIENT RIGHTS

**TITLE 25 Part 1 Chapter 135 Subchapter A  
Rule 135.5 (effective June 18, 2009) 34 TexReg 3948**

- Patients shall be treated with respect, consideration, and dignity.
- Patients shall be provided appropriate privacy.
- Patient records shall be treated confidentially and, except when authorized by law, patients shall be given the opportunity to approve or refuse their release.
- Patients shall be provided, to the degree known, appropriate information concerning their diagnosis, treatment, and prognosis.

When it is medically inadvisable to give such information to a patient, the information shall be provided to a person designated by the patient or to a legally authorized person.

- To be informed of their right to change providers if other qualified providers are available.
- Patients shall be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Information shall be available to patients and staff concerning:
  - Patients' rights
  - Patient conduct and responsibilities
  - Services available at the Center
  - Provisions for after-hours and emergency care
  - Fees for services
  - Payment policies
  - Patient's right to refuse to participate in experimental research
  - Methods of expressing complaints and suggestions to the Center
- Marketing or advertising regarding the competence and/or capabilities of the organization shall not be misleading to patients.

## PATIENT RESPONSIBILITIES

- To provide complete and accurate information to the best of their ability about their health, any medications, including over the-counter products and dietary supplements and any allergies or sensitivities.
- To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.
- To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- To inform their provider about any living will, medical power of attorney, or other advance healthcare directive in effect.
- To accept personal financial responsibility for any charges not covered by their insurance.
- To be respectful of all healthcare professionals and staff, as well as other patients