

- Patients are informed of their right to change their provider if other qualified providers are available.
- Representation of accreditation to the public must accurately reflect the AAAHC-accredited entity.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.
- Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
- Patient has the right to be free from all forms of abuse or harassment.
- SCLB must comply with Medicare's rules for the privacy and security of individually identifiable health information, as specified at Title 45 CFR parts 160 and 164.
- Patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
- If a patient is adjudged incompetent under applicable state health and safety 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.
- If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by the state law.
- Patient or the patient's representative must be informed of the patient's rights and must protect and promote the exercise of such rights.
- The patient or the patient's representative must be provided with verbal and written notice of the patient's rights in advance of the date of the procedure, in a language and manner that the patient or the patient's representative understands.
- The patient's rights written notice must be posted within the SCLB in a place likely to be noticed by patient or patient's representative. This notice must include the name, address and telephone number of a representative in the state agency to whom patients can report complaints, as well as the website for the office of the Medicare Beneficiary Ombudsman.
- Patients will have documented on current medical record whether or not the individual has executed an advance directive.
- Patient has the right to exercise his or her rights without being subjected to discrimination or reprisal

Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:

- Provide complete and accurate information to the best of his/her ability about his/her health, any

medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.

- Follow the treatment plan prescribed by his/her provider and participate in his/her care.
- Provide a responsible adult to transport him/her from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all healthcare providers and staff, as well as other patients.

If you have any questions regarding your rights or responsibilities, please discuss your concerns with us.

Please express grievances or suggestions verbally or in writing to:

The administrator at 562.988.9566 or:
 Accreditation Association for Ambulatory Health Care (AAAHC)
 3 Parkway North Blvd, Suite 201
 Deerfield, IL 60015
 Telephone: 847.853.6060
 Fax: 847.853.9028

Office of the Medicare Beneficiary Ombudsman
www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home

Los Angeles County
 Department of Public Health
 Licensing and Certification
 3400 Aerojet Avenue, #323
 El Monte, CA 91731
 Phone: 626.569.3724 or 800.228.1019

Advance Directive

You have the right to information regarding advance directives and this facility's policy on advance directives. Applicable state forms will be provided upon request. The surgery center is not an acute care facility; therefore, regardless of the contents of any advance directive or instructions from a healthcare surrogate, if an adverse event occurs during treatment, patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by the physician and family. If the patient's advance directive has been provided to the surgery center, a copy of the patient's advance directive will be sent to the acute care facility with the patient. If the patient or patient's representative wants their advance directive to be honored, the patient will be offered care at another facility that will comply with those wishes. State of California Advance Health Care Directive forms are available at <https://oag.ca.gov/sites/all/files/agweb/pdfs/consumers/ProbateCodeAdvancedHealthCareDirectiveForm-fillable.pdf>.

If you need a translator:

If you will need a translator, 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.

Language assistance services are available to you at Surgery Center of Long Beach free of charge.

To obtain services, please call 562.988.9566.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.562.988.9566.

Tagalog-Filipino: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.562.988.9566.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.562.988.9566.



★ Surgery Center of Long Beach Hillside Medical Plaza

● Parking Lot \$3 (Cash Only)



Patient Information

Phone: 562.988.9566
Fax: 562.988.7863

2880 Atlantic Ave. Ste. 160
Long Beach, CA 90806

SurgeryCenterofLongBeach.com

Arrive at
Surgery Center of Long Beach

at _____

Do not eat or drink after

Welcome to Surgery Center of Long Beach (SCLB), an AAAHC-accredited organization. Our facility combines a comfortable atmosphere with the latest technology. It is staffed with some of Los Angeles' most highly trained professionals. Best of all, you can go home shortly after your surgery and recover in the comfort of your own home.

This brochure should help provide answers to many of the questions you may have regarding your surgery*. If you have a specific concern that is not addressed here, please feel free to call Surgery Center of Long Beach toll-free at **562.988.9566**.

*Please visit our website for updated information

Local Physician Ownership

Shahryar Ahmadi, MD
Amandeep Bhalla, M.D.
Harry R. Karp, M.D.
Kouros Kolahi, M.D.
Peter Kurzweil, M.D.
David C. Lee, M.D.
Ross Nathan, M.D.
Albert Tsai, M.D.
William Warden, III, M.D.
Philip Yuan, M.D.

Prior to Your Surgery

Your surgeon will discuss your surgery with you and schedule it with the surgery center. Our staff should call you one to two days before surgery and give you preoperative instructions.

- Make sure you gather the following items to bring with you: a list of current medications and dosages, any medications the nurse instructs you to bring, health insurance information and prescription cards, identification, physician's orders and lab results or medical records your physician has requested.
- Make sure you arrange to have an adult or family member wait for you during your surgery to drive you home when you are ready to leave the recovery room.
- If you have a change in physical condition before surgery, such as a cold, fever, persistent cough or rash, please notify your surgeon prior to surgery.
- Do not smoke for 24 hours before or after your surgery.
- Please do not eat or drink anything a minimum of six hours before your surgery. This includes gum, water, vitamins and mints unless your pre-op nurse has given you special instructions. This is for your own safety during anesthesia and surgery. If you do not follow this guideline, your procedure may have to be delayed or re-scheduled.

The Day of Surgery

- Remember not to eat or drink anything in the morning unless you have special instructions from your nurse.
- Wear comfortable clothing that you can change into and out of easily and that will not bind the site of your surgery.
- Do not wear contact lenses and please leave your jewelry and other valuables at home.
- Your doctor's office will instruct you when to arrive. Upon arrival, you will be required to complete your admission forms and sign your consent form. Patients under 18 years of age must have a parent or legal guardian with them to sign the forms.
- The surgery center staff will ask you for a brief medical history.

- A few simple lab tests may be performed at the surgery center the day of surgery if not previously completed.
- Your anesthesiologist will meet with you to discuss your anesthesia, tell you exactly what will happen before, during and after your surgery, and answer any questions you may have.

After Surgery

- You will rest in our recovery room, under the care of specially trained nurses. Your anesthesiologist will monitor your condition.
- Our staff will answer your questions and give you post-operative instructions as ordered by your physician. You will receive a written copy of these instructions.
- You may be dizzy or sleepy after your surgery, even after spending time in the recovery room. Do not attempt to drive or even take a taxi home alone. Please have a responsible adult with you to drive you home.

Returning Home

- Even though you may feel fine, have someone plan to stay at home with you through the night. Do not make any important decisions, consume alcoholic beverages, take medications not prescribed by your surgeon, drive or operate machinery during the 24-hour period following your surgery.
- Remember the recovery process continues when you return home. You may experience minor side effects such as drowsiness, muscle aches, a sore throat and occasional dizziness or headaches. You may also have nausea, but vomiting is less common. You will begin to feel better within hours, but it may take several days before side effects are gone completely.
- Plan to take it easy for a few days, as the majority of patients do not feel up to their typical activities right away, usually due to general tiredness or surgical discomfort.
- Call your surgeon if you have questions about what you can and cannot do or when you can return to work and your regular activities.

Your Fee

The surgery center's facility fee includes charges for operating room and recovery room services, which are provided by the center. This does not include fees for surgeon, anesthesiologist, pathologist or radiologist, for which you will be billed separately, if applicable. Contact Surgery Center of Long Beach in advance if you have any questions.

Patient Rights and Responsibilities

Patients are treated with respect, consideration and dignity.

Patients are provided appropriate privacy.

Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.

Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis.

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

Patients are given the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons. Information is available to patients and staff concerning:

- Patient rights, including those specified above
- Patient conduct, responsibilities and participation
- Services available at the organization
- Provision for after-hours and emergency care
- Fees for services
- Payment policies
- Patient's right to refuse to participate in experimental research
- Advance directives, as required by state or federal law and regulations
- The credentials of healthcare professionals

(Continued on reverse)