

Ryan Ranch Center

2 Upper Ragsdale Drive
Bldg. B, Suite 160
Monterey, CA 93940
831-333-4000

Cass Street Center

966 Cass Street
Suite 150
Monterey, CA 93940
831-372-2169

Munras Avenue Center

665 Munras Avenue
Suite 100
Monterey, CA 93940
831-649-9300

Salinas Surgery Center

955A Blanco Circle
Salinas, CA 93901
831-753-5800



**Monterey
Peninsula
Surgery
Centers, LLC**

Your surgery is very important to us.
For questions or more information,
call us at (831) 372-2169 or visit us at
montereyurgerycenter.com

Your Neighbors, Your Doctors, Your Surgery Center

Date of Surgery: _____

Post Operative Appointment: _____

Patient Rights & Responsibilities

THE PATIENT HAS THE RIGHT TO:

1. Be treated with respect, consideration and dignity.
2. Receive service(s) without regard to age, race, color, sex, sexual orientation, marital status, national origin, cultural, economic, educational, or religious background or the source of payment for care.
3. Personal privacy.
4. Receive care in a safe setting.
5. Be informed of their right to change providers if other qualified providers are available.
6. Receive information concerning your diagnosis, evaluation, treatment and prognosis.
7. To be fully informed about a treatment or procedure and the expected outcome before it is performed.
8. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment.
9. Participate actively in decisions regarding your medical care to the extent permitted by law, including the right to refuse treatment, except when such participation is contraindicated for medical reasons.
10. If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
11. Refuse to participate in research and to be advised if the Center or personal physician propose to engage in, or perform, human experimentation affecting your care or treatment
12. Examine and receive an explanation of your bill regardless of source of payment.
13. Communicate with people inside and outside of the Center. If you do not speak English, you have the right to have access to an interpreter. If you have a hearing impairment, you should have access to a Telecommunication Device for the Deaf or an interpreter.
14. Participate in your own health care decisions and to make Advance Directives or to execute Powers of Attorney.
15. To be free from all forms of abuse or harassment, any act of discrimination or reprisal.
16. Voice grievances regarding treatment or care that is (or fails to be) provided.
17. Medicare Beneficiaries - have the right to be informed that the role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their Medicare options and apply their Medicare rights and protections.

THE PATIENT HAS THE RESPONSIBILITY TO:

1. Provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. Follow the treatment plan prescribed by your provider and participate in your care.
3. Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
4. Accept personal financial responsibility for any charges not covered by your insurance.
5. Be respectful of all the health care professionals and staff, as well as other patients.
6. Following the Center's policies which affect patient care and conduct.

Ownership: Monterey Peninsula Surgery Centers are owned in partnership by approximately 90 local physicians, Community Hospital of the Monterey Peninsula and Salinas Valley Memorial Healthcare Systems. Your Physician may be one of the owners. If you have any questions about whether your physician has an ownership interest in the Surgery Centers, or you would like to have your surgery performed at another facility, please discuss this with your physician.

Advance Directive Policy: All patients have the right to participate in their own healthcare decisions and to make an Advance Directive or Power of Attorney that authorize others to make decisions on their behalf based on the patient's express wishes when the patient is unable to make decisions or unable to communicate decisions.

The Monterey Peninsula Surgery Centers respect and uphold those rights, however; it is the policy of MPSC that our personnel will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital in the event of deterioration. A copy of your Advance Directive, if provided to the Center, will be provided to the acute care hospital and further treatment will continue in accordance with your Advance Directive or Power of Attorney. Your agreement with this policy does not revoke or invalidate any current health care directive.

If you have a Complaint or Concern...

We are committed to protecting our patient's rights and providing quality care. If you have any questions, concerns or complaints, please ask to speak to the manager. If you are not able to resolve your concerns, please call our Senior Vice President, Clinical Services at:

Monterey Peninsula Surgery Center LLC.,

966 Cass Street, Suite 150
Monterey, CA 93940
(831) 372-2169

OR

Email: stacey@mpsccllc.org

OR

California Department of Public Health

San Jose District Office
100 Paseo de San Antonio, Suite 235
San Jose, CA
(408) 277-1784

OR

Accreditation Association for Ambulatory Healthcare

5250 Old Orchard Road, Suite 200
Skokie, IL 60077
(847) 853-6060

OR

Office of the Medicare Beneficiary Ombudsman

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

ATTENTION: If you speak English, you have free language assistance services.
Call (831) 462-2252.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (831) 462-2252

繁體中文 (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 (831) 462-2252

ESTABLISHED 1982



**Monterey Peninsula
Surgery Centers**

The Surgery Centers of Choice



Welcome!

Established in 1982 as Monterey County's first outpatient surgery facility, the Monterey Peninsula Surgery Centers bring our community the benefit of decades of experience in ambulatory surgery.

The Monterey Peninsula Surgery Centers are pleased that you and your physician have chosen our facility. We wish to make your upcoming visit as pleasant as possible by providing exceptional quality care in warm, personalized surroundings.



Range of Surgical Specialties

- Ear, Nose & Throat
- Gastroenterology & Gastrointestinal
- General Surgery
- Gynecology & Women's Health
- Ophthalmology
- Orthopedics & Sports Medicine
- Pain Management
- Podiatry
- Spine & Neck
- Urology
- Plastics

For a complete list of procedures performed at our surgery centers visit our website at www.montereyurgerycenter.com

Preparing for Surgery

The day prior to your procedure, our nursing staff will call to review your health and medication history and to provide you with instructions and your arrival time and will answer any questions you have about your procedure.

The following instructions are provided to increase your comfort and safety. Failure to follow these instructions may result in your procedure being cancelled or postponed.

1. Do not eat, drink or smoke after midnight prior to your procedure.* This includes water, chewing gum and mints.
2. Bathe or shower the morning of your procedure. You may brush your teeth (be careful not to swallow any water).
3. Remove all make-up, contacts, jewelry and piercings.
4. Wear comfortable, loose clothing.
5. Please bring your medications or a medication list including dosages.
6. Please arrange for an interpreter to accompany you and remain until discharge if you do not speak English.
7. Arrange for a responsible adult to drive you home- for your safety you will not be allowed to drive home and a taxi is not permitted.

We ask that you limit the number of people who accompany you to our facility to one person. For pediatric patients, both parents are welcome.

*The Monterey Surgery Center requests that you complete online registration with One Medical Passport for your upcoming appointment. The medication, prior procedure and physician information you provide will assist us in assessing your complete medical history in preparation for your upcoming procedure.

Follow this link www.onemedicalpassport.com to begin your One Medical Passport online registration.

When You Arrive

Upon arrival at our facility at your scheduled time, you will be asked to complete a Consent to Surgery form. If the patient is a minor, a parent or verified legal guardian must be present to complete this form.

You will then be taken into our pre-operative area and prepared for your procedure.

Our facilities ensure that your surgeon is supported by a highly skilled team of anesthesiologists, registered nurses and medical technicians specially trained in surgical and recovery care.

Our surgical suites are fully equipped and our facilities adhere to the standards of care required by Medicare and the Accreditation Association for Ambulatory Healthcare.

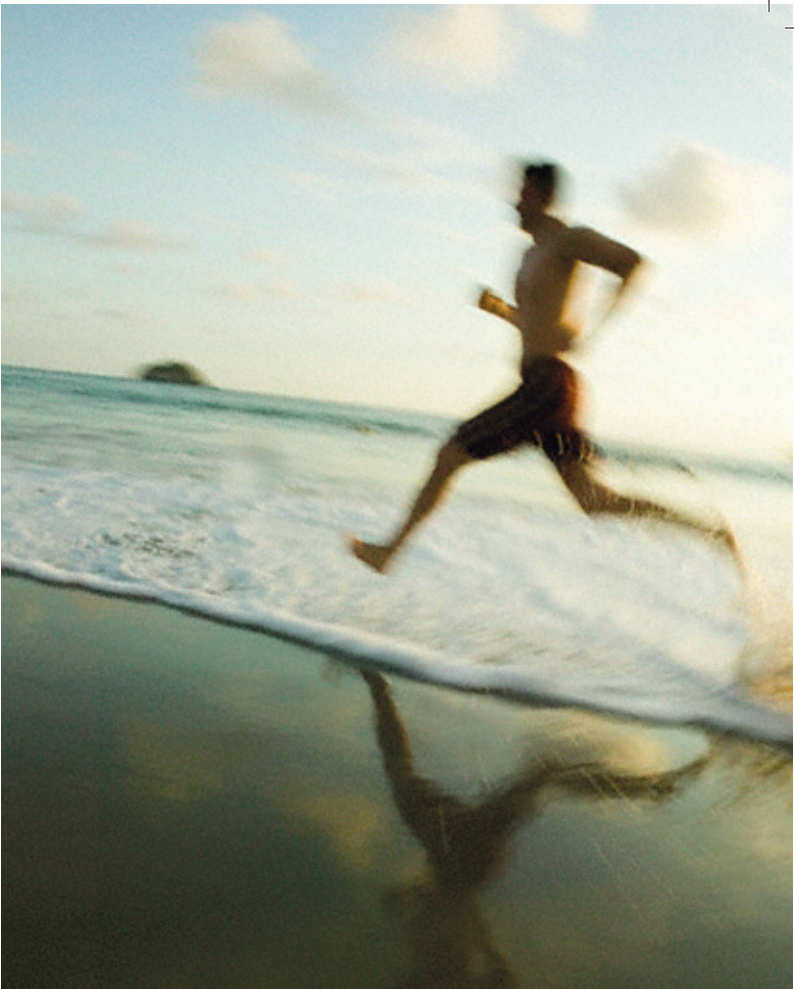
After Surgery

You will be taken to our patient recovery area where you will be monitored by our anesthesia and nursing staff until you are ready to go home. Most patients go home after 1 or 2 hours in the recovery area. We will provide you with a written summary of your surgeon's discharge care instructions. Please follow these general instructions after surgery:

1. Have a responsible adult drive you home.
2. It is advisable to have someone stay with you 24 hours after surgery.

Cost Effective Care

We proudly deliver high quality patient care in a very professional and caring manner. Our high level of specialization allows our fees generally to be significantly less than a hospital.



Insurance and Billing

Our business representative will contact you prior to surgery to obtain financial information and answer any questions. If we have not contacted you 48 hours before surgery, please call us at (831) 264-5561.

Uninsured and/or patients paying cash will be asked to pay for services on or before the admission date. Patients with verified insurance will be asked to pay their portion on or before the day of surgery.

We are pleased to bill your insurance as a courtesy. MPSC is contracted with most healthcare insurance companies offering concierge service in Monterey County. The balance due is your responsibility and payment will be requested from you unless your insurance company pays within 45 days.

Alternative financial arrangements may be made prior to your surgery if approved by an Administrator.