

Surgery Guide



St. Petersburg
Eye Surgery Center

6133 Central Ave., 2nd Floor
St. Petersburg, FL 33710
727.214.5724



**ST. PETERSBURG
EYE SURGERY CENTER**

St. Petersburg Eye Surgery Center

We are owned by EyeCare Partners and were developed to provide a safe and comfortable medical facility that would provide efficient, premium and effective ophthalmic surgical services to patients.

All of our physicians and anesthetists have been credentialed according to Medicare and AAAHC standards. Information is available upon request.

Preparing for Surgery

Prior to your surgical procedure, you should be familiar and comfortable with the procedure to be performed and have had all of your questions answered to your satisfaction. Your pre- and postoperative instructions should have been reviewed with you, and you will have also received a written copy of them.

Prior to Your Surgery

- Read all of the written materials you have received.
- Take your medications as directed, including any eye drops as prescribed.
- Have prescriptions filled prior to your date of surgery.
- You cannot drive on the day of surgery and should have transportation arranged if possible.
- It is strongly suggested that you have someone with you for the first 24 hours after surgery if you live alone.
- Please complete the medication information sheet and have it ready to bring with you to the Surgery Center on the day of your surgery. If you cannot complete it at home, you may bring your medications in a baggie with you, and our staff will be happy to assist you.
- The afternoon prior to your surgery (Friday, if your surgery is on Monday), you will receive a call from the nurse with information regarding your expected arrival time for your procedure.

- You will be given specific instructions regarding eating and drinking. This depends on your procedure and the time your surgery is scheduled.
 - If you have any co-pays or money due, you will be expected to pay prior to surgery.
 - For most eye surgery, there is a one-hour preparation time while your eye is dilating and staff prepares you for your procedure.
 - If you have a friend or relative drive you to the Center, please bring the phone number where we can reach them on the day of surgery.
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The Day of Surgery

- It is important to follow the instructions you received about eating and drinking.
- Leave jewelry, contact lenses and other valuables at home for safekeeping.
- Bring your insurance cards and any co-pays or deductibles due.
- If you are having cataract surgery, please bring a pair of dark glasses.
- Our Center is located on the second floor of the Eye Institute building. Once you get off the elevator, go through the double doors.
- You will be greeted by the staff and asked to identify yourself. You will sign many documents for permission to perform surgery, permission to bill your insurance carrier, permission for anesthesia services, etc.
- On many occasions, you will be asked to verify the procedure and site of the surgery. This is for your safety.
- After the paperwork is complete, you will be admitted to the preoperative area where the nurses will monitor your vital signs and dilate your eye for your procedure if necessary.
- If you are having a laser procedure, you will be admitted as above but will usually not need to be placed on a stretcher or have an intravenous cannula placed.
- Once you are on the stretcher, you will receive many eye drops as prescribed by your surgeon, and an intravenous cannula will be inserted.
- The anesthesia provider will then speak with you and review all of your medication and health history to make sure that you are in good health and ready for the operation.
- Once you are prepared for surgery, per your surgeon's instructions, you will be brought back to the operating room.
- For most of our procedures, our patients are mildly sedated and are able to communicate with their doctor and staff. This is necessary for ophthalmic procedures so that your surgeon can direct you to look at the light.
- Your anesthesia provider will be at your side throughout your time in the operating room, and if at all possible will hold your hand during the procedure.
- At discharge, you must have a responsible adult drive you home. We also recommend that an adult stay with you for 24 hours after your surgery.

After Surgery

- After your procedure, you will go to our fully equipped Post Anesthesia Care Unit (PACU), where you will be monitored by our recovery nurses and anesthesia provider.
- You will be transferred to a recliner chair until you are ready to go home. The amount of time in the PACU varies according to the type of procedure you have had and how quickly you recover.
- Your postoperative instructions will be reviewed with you. If you want a family member, significant other or friend to hear them, inform the nurse.
- Because of the sedative you received, you will be brought to your vehicle in a wheelchair.
- When you have been released from the Center, you should go straight home and rest.
- You will have received your postoperative instructions in writing, and you should be kept nearby for you to refer to if necessary.
- You will have received sedation in most cases and should not drive or operate equipment, sign any important papers or make any significant decisions for 24-48 hours.
- Please follow these instructions. They are for your benefit and will ensure the best outcome for you.
- If you should have any problems or concerns, you can call the number on the postoperative instruction sheet. After 5 p.m. you will reach the answering service; there is always a physician and trained technicians on call who can answer your questions. Give your information to the answering service, and someone will return your call.
- You will have a follow-up appointment with your surgeon, often the next morning.
- You should not drive until your surgeon clears you to do so.

We Value Your Input

It is our goal to deliver excellent surgical care in a more relaxing environment than a hospital setting. We welcome any comments or suggestions you may have in regard to your surgical experience. We encourage you to complete the patient survey form and bring it with you to your postoperative appointment. This form provides a way for the facility to measure patient satisfaction and also for you to communicate with us should you have a suggestion or complaint.

Financials

All cash-paying patients will be required to pay for their services (or premium lenses) in full before the day of surgery. The Center accepts cash and debit or credit cards.

St. Petersburg Eye Surgery Center charges do not include the fees for the surgeon, anesthesia provider or other ancillary services. These independent physician groups are billed separately. Any questions regarding services/billing should be addressed directly with the individual provider.

Patient's Bill of Rights and Responsibilities

The staff of this health care facility recognizes you have rights while a patient receiving medical care. In return, you as the patient are responsible for certain behavior. This statement of rights and responsibilities is posted in our facility in at least one location that is used by all patients.

The Rights and Responsibilities of a Patient, Patient Representative or Surrogate Include:

- Receive information about rights, patient conduct and responsibilities in a language and manner the patient, patient representative or surrogate can understand.
- Be treated with respect, consideration and dignity.
- Be provided appropriate personal privacy.
- Have disclosures and records treated confidentially and be given the opportunity to approve or refuse record release except when release is required by law.
- Be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Receive care in a safe setting.
- Be free from all forms of abuse, neglect or harassment.
- Exercise rights without being subject to discrimination or reprisal, with impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical disability, or source of payment.
- Voice complaints and grievances, without reprisal.
- Be provided, to the degree known, complete information concerning diagnosis, evaluation and treatment and know who is providing services and who is responsible for the care. When the patient's medical condition makes it inadvisable or impossible, the information is provided to a person designated by the patient or to a legally authorized person.
- Exercise rights and respect for property and persons, including the right to:
 - Voice grievances regarding treatment or care that is (or fails to be) furnished.
 - Be fully informed about a treatment or procedure and the expected outcome before it is performed.

- Have a person appointed under state law to act on the patient's behalf if the patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction. 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 state law.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of this action.
- Know if medical treatment is for purposes of experimental research and give his/her consent or refusal to participate in such experimental research.
- Have the right to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- Receive a prompt and reasonable response to questions and requests.
- Know what patient support services are available, including whether an interpreter is available if he/she does not speak English.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care and know, upon request and prior to treatment, whether the facility accepts the Medicare assignment rate.
- Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have charges explained.
- Formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and provide a copy to the facility for placement in his/her medical record.
- Know the facility policy on advance directives.
- Be informed of the names of physicians who have ownership in the facility.
- Have properly credentialed and qualified health care professionals providing patient care.

You have the right to choose the provider and the facility for your health care services. You will not be treated differently by your physician if you obtain health care services at another facility.

We are committed to providing surgical services and care to patients in or community without regard to race, creed, sex, or national origin.

We will strive for excellence, always attempting to exceed the expectations of our patients, referral sources, and health care organizations.

We will promote an environment of respect for our patients, our co-workers, and ourselves, and will always remember that we are accountable for our actions and outcomes.

Per Florida law, you are entitled to express any grievance verbally or in writing and receive a response. If you wish to call with a grievance, please call 727.581.8706 x62073.

If you have a complaint or concern in regard to your care at St. Petersburg Eye Surgery Center, you are encouraged to let the manager know. If further review is indicated, you are encouraged to fill out a grievance form, which is available upon request at the front desk.

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the administrative director at the Surgery Center, or you can call 727.214.5724.

You may also choose to contact the state licensing agency: Agency for Health Care Administration, 2727 Mahan Drive, Tallahassee, FL 32308 • 888.419.3456

If you are covered by Medicare, you may choose to contact the Medicare Beneficiary Ombudsman at 800.MEDICARE (800.633.4227) or online at www.medicare.gov/providers-services/claims-appeals-complaints. The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help you need to understand your Medicare options and to apply your Medicare rights and protections.

Notice of Policy Regarding Advance Directives

If you have an advance directive or living will and a medical emergency arises, the Center will transfer you to the closest hospital. The Center will not follow “do not resuscitate” requests. Please discuss this with your physician if you have questions. The hospital will make decisions about following any advance directive or living will. You have a right to have your living will present in our medical record at the Center and to be informed of the Center’s policy prior to the procedure. State information and forms to prepare an advance directive, if you decide to have one, can be found at the following website:

quality.healthfinder.fl.gov/report-guides/advance-directives

Patient’s Responsibilities

A Patient, Patient Representative or Surrogate Is Responsible for:

- Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, unless specifically exempted from this responsibility by his/her provider.
- Providing, to the best of his/her knowledge, accurate and complete information about his/her health, present complaints, past illnesses, hospitalizations, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and other matters relating to his/her health.
- Accepting personal financial responsibility for any charges not covered by insurance.
- Following the treatment plan recommended by his/her health care provider.
- Being respectful of all the health providers and staff, as well as other patients.
- Providing a copy of information that he/she desires us to know about a durable power of attorney, health care surrogate, or other advance directive.
- All actions and consequences if treatment is refused and/or the health care provider’s instructions are not followed.
- Reporting unexpected changes in condition to the health care provider.
- Reporting to the health care provider whether the contemplated course of action is comprehended and what is expected of him/her.
- Keeping appointments.

Please let us know should you have a complaint or concern by asking for the administrator:
Amy Howard, RN • 727.581.8706 x62073

St. Petersburg Eye Surgery Center is an outpatient surgical and procedural facility licensed in the state of Florida.

Consumer Complaints to the Florida Department of Health and Senior Services Can Be Made by Writing To:

Agency for Health Care Administration, 2727 Mahan Drive, Tallahassee, FL 32308

Visit: ahca.myflorida.com/contact-ahca

Call: Complaint Hotline at 888.419.3456

Medicare - Office of the Medicare Ombudsman: www.cms.hhs.gov/center/ombudsman.asp

