

PATIENT GUIDE

Patient:

Procedure Date:

Arrival Time:

Bradenton Surgery Center
Has been recognized as an
exemplary center by the
Accreditation Association
for Ambulatory Health Care
AAAHC 2014 Survey



Thank you for choosing Bradenton Surgery Center

Welcome to Bradenton Surgery Center where our mission is to provide you with quality professional care so that you can return to your normal activities as quickly as possible. If you have any questions or concerns while you are in our care, please speak with any member of our team. We are happy to answer your questions and to assist you. It is our goal to make you feel at ease and comfortable while you are at Bradenton Surgery Center.

Our patient guide provides helpful information to all patients who are here for a procedure. Please review it carefully while you are preparing for your procedure.

Pre-register online as soon as possible at Bradenton Surgery Center's Patient Portal

When Bradenton Surgery Center receives your scheduling information, an automatic email will be sent to you with a portal pin number. This is necessary to assure that you are on a secure portal.

The portal will open to the "New Account Registration" page. Please complete this page then click the "Register" button at the bottom. A new page will open. It will request information such as your email, race, sex, etc. You will then see the medical areas. **Pay special attention to completing the allergies, medications, and previous procedures section. If there is a "MORE" button, click on it as there may be additional questions.** Make sure that you add any cardiac and recent testing. Please make sure to click the "Send button at the end. Completing this information will assist the center in making sure that your procedure is uneventful.

Preparing for your procedure

- A nurse from the Bradenton Surgery Center will contact you before the procedure to review your medical history, current medications, and complete a COVID screening.
- If you are having an EGD you may not have any solid food after midnight the night before your procedure and then only clear liquids until four hours prior to the procedure.
- If you are having a colonoscopy avoid consumption of fruits, popcorn, foods with seeds and nuts a week prior to your procedure-as these are harder to digest and may still be seen during your procedure.
- **Do not use** items such as gum, hard candy, breath mints or tobacco on the day of your procedure.
- If you have had any recent (past 2 months) cardiac testing (stress test, ECHO, Holter monitoring, etc.) or cardiac procedures (stents, ablations, cardioversion) chest pain, breathing difficulties, TIA/stroke type symptoms, COVID symptoms/exposure or positive tests you must notify Bradenton Surgery Center staff prior to your procedure. **To speak to a nurse with any issues, call 941-792-9685 ext. 315.**

Medications/Treatments

- If you take the medication **PHENTERMINE**, it must be **stopped 2 weeks prior** to your colonoscopy.
- If you take an **iron supplement**, it should be **stopped 5 days prior** to your colonoscopy.



Bring your Photo ID and Insurance Card

An insurance card and a photo identification card such as driver's license and method of payment are required the day of your procedure.



You may drink only clear liquids 24 hours prior to your procedure. No other fluids after the second part of your prep.

- **Anticoagulation medications** (coumadin, warfarin, jantoven, Xarelto, Plavix, Pradaxa, brillinta, effient, lovenox, pletal) **will be addressed during your office visit.** You will be directed to **STOP** these medications several days prior to your colonoscopy or EGD with dilation. The stop date will be determined by your MD/NP/PA-each patient is different. Your GI MD will often confer with your Cardiologist to determine this date, unless directed by your MD. If you are not having a dilation with your EGD, you typically will not stop taking your anticoagulant.
- **Heart/BP/Seizure medications** may be taken with a sip of water as directed by your MD/NP/PA during your office visit.
- Patients using **Inhalers or Nebulizers** should use these the morning of your procedure. Bring **rescue inhalers** to the Surgery Center.
- Patients with **sleep apnea** should bring their **CPAP/BIPAP machines** with them to the Surgery Center if having a **colonoscopy. Do not** bring this if having an **EGD.**
- Vaseline or A&D ointment may be used externally on the skin around the rectal area to help minimize skin irritation while prepping.
- **Diabetic Medications:** pills-the day before your procedure you may take your morning dose. **DO NOT TAKE** your afternoon dose (unless otherwise directed). Do not take diabetic pills the morning of your procedure. Insulin-you will be instructed regarding your dose by your MD/NP/PA during your office visit.
- Bring a list of your current medications to the Surgery Center. We will need to know the dose, frequency taken, and when you last took each medication. Your pre-procedure nurse will review this with you.
- The day of your procedure: If possible. leave cell phones at home but bring contact information for the person bringing you home. The nurse will call your ride when you arrive in Recovery. If the contact number isn't correct and if your ride doesn't hear from the Surgery Center in 3 hours, have them call us at 941-792-9685.
- **NOTE:** Sometimes a patient may cancel ahead of your scheduled procedure time and necessitate a second call to you to see if you can come in earlier than originally scheduled.
- Plan to be at the Surgery Center 2-3 hours total.

*The following instructions are provided to ensure "best practice" advice as you prepare for your upcoming colonoscopy. Following instructions carefully and completely is important to ensure your large intestine is as clean as possible to allow your doctor to thoroughly visualize the colon. The doctors of Bradenton Surgery Center instruct their patients to consume their colon preparations (preps) in split fashion. In their eyes, this split method does the best job to clean the colon. The MD/NP/PA providers in the office prescribe the prep they feel is best suited for you. The following directions reflect the times/processes that you should follow no matter which prep is prescribed. Each specific prep instruction will be reviewed with you.

Split Prep Instructions:

1. The day before your colonoscopy, you **MAY NOT EAT ANY SOLID FOOD.** You may **DRINK ONLY CLEAR LIQUIDS.** Clear liquids include water, black coffee/tea **without milk or creamer**, sports drinks like Gatorade/powerade, clear fruit drinks without pulp, apple juice, white grape or cranberry juice, clear chicken and beef broth, popsicles, Italian ice, 7up, ginger ale, cola, jello. The entire day before your procedure, it is important to drink lots of clear liquids as this will help you stay hydrated and help flush stool out of your colon. You **MAY NOT** have anything with **RED, PURPLE, or NEON** colors. **NO DAIRY, NO ALCOHOL.**
2. The day before your scheduled colonoscopy, you will take the first portion of your prep between 5 and 7 pm.

3. Take 2 GAS-X tablets, **if instructed**, ½ hour after finishing the 1st portion of your prep at 7:30 pm. (The GAS-X helps to eliminate some of the bubbles that form when expelling stool).

4. You will be called by the Bradenton Surgery Center Staff 2 days before your colonoscopy. At that call they will inform of the time of your procedure in 2 days. They will instruct you when to START and FINISH the 2nd half of your prep. This is dependent on the time of your scheduled procedure. **IT IS VERY IMPORTANT TO COMPLETE THE PREP AT THE TIME YOU ARE INSTRUCTED.**

5. Take 2 GAS-X tablets, **if instructed**, ½ hour after finishing the 2nd portion of your prep. For those instructed to take their BP/Heart/Seizure medications, you may take with a sip of water. **NO OTHER FLUIDS (INCLUDING WATER) SHOULD BE CONSUMED AFTER TAKING THE GAS-X UNTIL AFTER YOUR COLONOSCOPY.**

***If you feel the volume of the prep is difficult to complete in 2 hours (slow drinker, Nausea/Vomiting issues) you may start the prep an hour or so earlier to allow you to drink slower. **DO NOT DRINK FLUIDS PAST THE TIME DIRECTED**, especially on the 2nd portion of the prep, **as this may interfere with anesthesia administration.** (Some people use a straw to drink the prep).

It is important to complete the prep as prescribed-you may expect to see clear, yellow, or green rectal discharge at the completion of your prep. **Please complete the entire prep.**

You must have a responsible driver take you home

*For your own safety and protection, you will not be allowed to drive a motor vehicle immediately following your procedure. Please make arrangements to have someone bring you to and escort you home from Bradenton Surgery Center. We will verify you have a driver available prior to any procedure when sedation is required. If you do not have an escort, you may make arrangements for transportation through a taxi service. **Your procedure will be canceled if you fail to have a responsible driver to take you home.**

On the day of your procedure

- Unless instructed otherwise by your physician, or the Bradenton Surgery Center nursing staff, brush your teeth, take a shower or bath. Nail polish and contact lenses should be removed. Do not use perfumes, colognes, or body lotions.
- Wear comfortable, warm, loose-fitting clothing. Shirts with front buttons or zippers are best. Wear socks to keep your feet warm and sensible shoes to allow safe walking.
- Leave valuables such as jewelry, watches, and electronic devices at home. There is no safe storage area for these items. Remove all jewelry and body piercing studs before leaving for the center. If your tongue is pierced, remove the stud. In case of an emergency, the stud can be an obstruction for placing lifesaving breathing instruments.
- Limit the number of people accompanying you. **NO FAMILY OR FRIENDS MAY WAIT INSIDE THE CENTER, UNLESS A POWER OF ATTORNEY, GUARDIAN OR TRANSLATOR IS NEEDED AND ARRANGED FOR IN ADVANCE.**
- Be sure to bring your insurance card, government issued photo identification card such as a driver's license with you the day of your procedure. If you have a patient responsibility, please bring a method of payment.
- Female patients should be prepared to give a urine sample. All female patients who have menstrual periods, regardless of age, will have a urine pregnancy test done prior to any procedure.
- It is normal to feel anxious or a little nervous before your procedure.

- In the Pre-op area, you will be asked the name of your physician and to state what procedure you are to have. This is done to help ensure that you been properly informed. If you are unclear about your procedure this is the time to ask questions. We will be happy to ask your physician to speak with you.
- Before anything else is done a member of our pre-op team will ask you to sign consent forms. Your permission is required to perform the procedure and to allow the anesthesia team to provide care for you during the procedure. Questions will be asked about your health status and current medications.
- You will also be interviewed by a member of the anesthesia providers or CRNA (Certified Registered Nurse Anesthetist).



After the Procedure

What to expect following your procedure

*Following your procedure, you will be taken to our fully equipped recovery area, where you will be closely monitored by our anesthesia and nursing team. The length of stay varies, and many patients are discharged within 30 minutes after their procedure. your physician will discuss with you the findings of the procedure and the nurse will provide discharge instructions to you.

*If our nurse is to contact a family member or friend, he or she should be available by phone and at the number provided.

After you return home

*Please refer to the post-procedure instructions regarding diet, rest and medication given to you by the recovery room nurse.

*Since it is normal to feel drowsy after receiving anesthetic medication, we also recommend that you postpone the following activities for 24 hours after your procedure:

- Driving and operating equipment
- Signing important papers or making significant decisions
- Drinking alcoholic beverages

Any problems that occur after you arrive home should be directed to your physician's office. (941)794-1980.

In Case of an Emergency

*If you have an emergency, please contact the nearest hospital emergency department, or call 911 for assistance.



Another driver must take you home

Your procedure will be cancelled if you fail to have a responsible Driver to take you home if sedation is used with your procedure.



Call your doctor's office

If there is a change in your physical condition or if you have any questions about your procedure, call your physician's office.

Financial Information

Financial Arrangements

*Our Business Office Team will be happy to submit your claim to your insurance carrier or Medicare for Bradenton Surgery Center charges. Standard outpatient procedures are usually covered by your medical insurance carrier or Medicare. You will receive separate bills from the Bradenton Surgery Center, your physician, and your anesthesia provider. You may also receive a bill for any laboratory, pathology, or diagnostic services that you receive.

*Depending on your insurance coverage, you may be asked for co-insurance payments or co-payments upon admission to the Bradenton Surgery Center. We make every effort to inform you of this amount prior to your admission. When you arrive for your procedure, you should be prepared to pay all co-insurance, co-payments, and your deductible if it has not been met.

*For your convenience, we accept MasterCard, Visa, and Discover credit cards. We also accept personal checks, cashier's checks, cash, and money orders. If we need additional insurance information, one of our business office team members will contact you prior to your procedure. He or she will collect necessary insurance information to assist with your registration process.

*If you have not heard from us 48 hours prior to your procedure, or if you have any questions regarding any of this information, please call us at 941-792-9685.

***There is a \$125 cancellation fee for not showing up for your procedure.
***There is a \$75 cancellation fee for cancelling after 5pm the business day before scheduled procedure.

Notice of physician financial interest

Bradenton Surgery Center is owned by the following physicians:

John D. Roddenberry, MD Manuel Rodriguez, MD
Ivan Estuardo Rascon-Aguilar, MD Carlos Montero, MD
Jennifer Leigh, MD

Advanced Directives

Advance Directives are documents allowing patients to give direction about future medical care, including:

- Living will-written instructions explaining wishes regarding health care should the patient have a terminal condition.
- Durable power of attorney-written document naming a person to make healthcare or financial decisions for the patient if the patient becomes unable to do so.
- DNR (Do not Resuscitate)-if a patient presents with a DNR Advance Directive, the patient will be informed that Bradenton Surgery Center does not honor a DNR. The patient will be informed of local hospitals that will accept DNR's.
- Health care Surrogate-A designated adult to make all health care decisions during any period when the patient is incapable of making that decision.

It is the responsibility of patients with advance directives to inform their physicians of their wishes and provide a copy to the facility. If you have a healthcare surrogate, please provide this information as well.

Statement of Limitation

Bradenton Surgery Center will, to the maximum extent possible, honor a patient's advance directives. In the unlikely event that a patient's condition deteriorates while at Bradenton Surgery Center, resuscitation of the patient will be attempted, with subsequent transfer to the hospital where the patient's advance directive will be honored. If the patient refuses to accept this limitation, he or she can be referred to a facility that will honor his or her advance directives.

Filing Claims with your Insurance Company or Medicare

For your convenience, we will be happy to assist you in filing any financial paperwork



Medical Payments

You will receive separate bills from the Bradenton Surgery Center, your physician, the lab and your Anesthesia Provider. If you have any questions, please call (941) 792-9685.

Your Patient Rights

- Exercise these rights and the right to privacy. without regard to gender, cultural, economic, educational, or religious backgrounds or the score of payment for his/her care.
- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her
- Receive information from his/her physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as he/she may need, to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment. A patient has the right to refuse this information.
- If it is medically inadvisable or impossible to give medical information described above to the patient, this information must be given to the patient's guardian or a person designated as the patient's representative, healthcare surrogate or has power of attorney.
- Participate actively in decisions regarding his/her medical care. To the extent permitted by law this includes the right to refuse treatment. The responsible provider shall document any such refusal.
- A patient who does not speak English has the right to be provided an interpreter when receiving medical services. In a bilingual situation, if the facility has personnel with bilingual skills, that personnel will be utilized.
- Full consideration of privacy concerning his/her medical care program. Care discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. However, this does not preclude necessary and discreet discussion of a patient's case examination by appropriate medical personnel.
- The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to his/her care and stay in the Bradenton Surgery Center. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Receive information regarding Advanced Directives, as required by state or federal law and regulations.
- Prompt and reasonable responses to any reasonable request he/she may make for service.
- Leave the Bradenton Surgery Center even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
- Be advised if the Bradenton Surgery Center or personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects without compromising access to care.
- Be informed by his/her physician, or a delegate of his/her physician, of the continuing health care requirements following his/her discharge from the Bradenton Surgery Center.
- Receive information regarding fees and payment schedule.
- Examine and receive and explanation of his/her bill regardless of source of payment.
- Know which Bradenton Surgery Center rules and policies apply to his/her conduct while a patient.



Your Patient Rights

Florida law requires that your health care provider or health care facility recognizes your rights while you are receiving medical care. It also requires that you respect the health care provider's or facility's right to expect certain behavior on the part of patients.



Among your many rights as our patient is considerate and respectful care as well as privacy.



Your Responsibilities

The quality of your care depends partially on you.

One of your responsibilities is to provide complete and accurate information about your health.

- Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Patients have the right to be informed of, upon request and in advance of treatment, all available information regarding financial options/resources for the patient's health care, including Medicare eligibility and reimbursement policies. In addition the patient has a right to receive an estimate of reasonable charges for medical services and treatment rendered at Bradenton Surgery Center. Such estimate shall not preclude the Center from exceeding the estimate or making additional charges based on changes in the patient's condition or treatment needs. Center payment policies will be available upon request.
- A patient has the right to express grievances regarding any violation of his/her rights, as stated in Florida law, through the grievance procedure of health care provider or health care facility which served him or her and to the appropriate state licensing agency.
- Any Complaint or grievance received at Bradenton Surgery Center will be forwarded to the Administrator/Nurse Manager. The Administrator/Nurse Manager will respond to any complaint or grievance within thirty (30) days.

Your Patient Responsibilities

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

- 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 allergies or sensitivities.
- Follow the treatment plan prescribed by his/her provider.
- Provide a responsible adult to transport him/her home 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 and provide a copy of such advance directives to the Center.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all health care providers and staff, as well as other patients.
- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history, unexpected changes in health, hospitalizations, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.



Your Rights and Responsibilities

We encourage our patients to communicate any suggestions or concerns to our Nurse Manager at (941) 792-9685.

- The patient is responsible for keeping appointments and for notifying the Bradenton Surgery Center or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring those financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility rules and regulations affecting patient care and conduct.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in Bradenton Surgery Center.



Filing Suggestion, Concerns or Complaints

Bradenton Surgery Center encourages the communication of suggestions and concerns by patients and their families. Any complaint or grievance will be forwarded to the Administrator or Nurse Manager and will be responded within thirty (30) days.

The following mechanisms are available for patient/Family members desiring to file a complaint or grievance with Bradenton Surgery Center concerning any aspect of their care or treatment. Please contact the following:

•Patient Advocate Officer or Medical Director:
 (941) 792-9685
 Bradenton Surgery Center
 2902 59th Street West, Suites F&G

• Call the Consumer Assistance Unit Health facility complaint hot line at 1-888-419-3456 (Press 1), or write to:
 Consumer Assistance Unit
 2727 Mahan Drive, Building 1
 Tallahassee, FL 32308

• Centers for Medicare and Medicaid Services
 7500 Security Boulevard
 Baltimore, MD 21244-1850
 1-800-Medicare
www.cms.hhs.gov/center/ombudsman.asp

Also, if you have a complaint against a hospital or ambulatory surgical center:

Any Concerns?

If you have any questions regarding your procedure or any information in this booklet, please call your physician or Bradenton Surgery Center at (941) 792-9685.



Thank You

We appreciate the opportunity to serve you.

Questions for your physician?

Bradenton Surgery Center

Non-discriminative statement:

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

Spanish – Bradenton Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Kreyol Ayisen – Bradenton Surgery Center konfom ak lwa sou dwa sivil Federal ki aplikab yo e li pa fe diskriminasyon sou baz ras, koule, peyi orijin, laj, enfimite oswa ses.

Bradenton Surgery Center provides free aids and services to the people with disabilities to communicate effectively with us such as:

- Qualified sign language or interpreters
- Written information in other formats
- Provides free language services to people whose primary language is not English
- Information written in other languages

For questions or complaints please contact the Business Office Manager, who is our Civil Rights Coordinator at: (941) 792-9685, ext. 307.

Spanish – ATENCION: Si habla espanol, tiene a su disposicion servios gratuitos de asistencia linguistic. aLlame al: (941) 792-9685, ext. 307.

Kreyol Ayisen – ATANSYON: Si w pale Kreyol Ayisyen, gen sevis ed pou lang ki disponib gratis pou ou. Rele: (941) 792-9685, ext. 307.

Bradenton Surgery Center

Business Office Manager – Civil Rights Coordinator

2902 59th Street W.

Bradenton, FL 34209

(941) 792-9685, ext. 307.

(941) 757-1377 Fax

ofcmgr@bsc.us.com Email

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, DC 20201

1-877-696-6775

Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.isf>

Complaint forms available at: <http://www.hhs.gov/ocr/office/file/index.html>



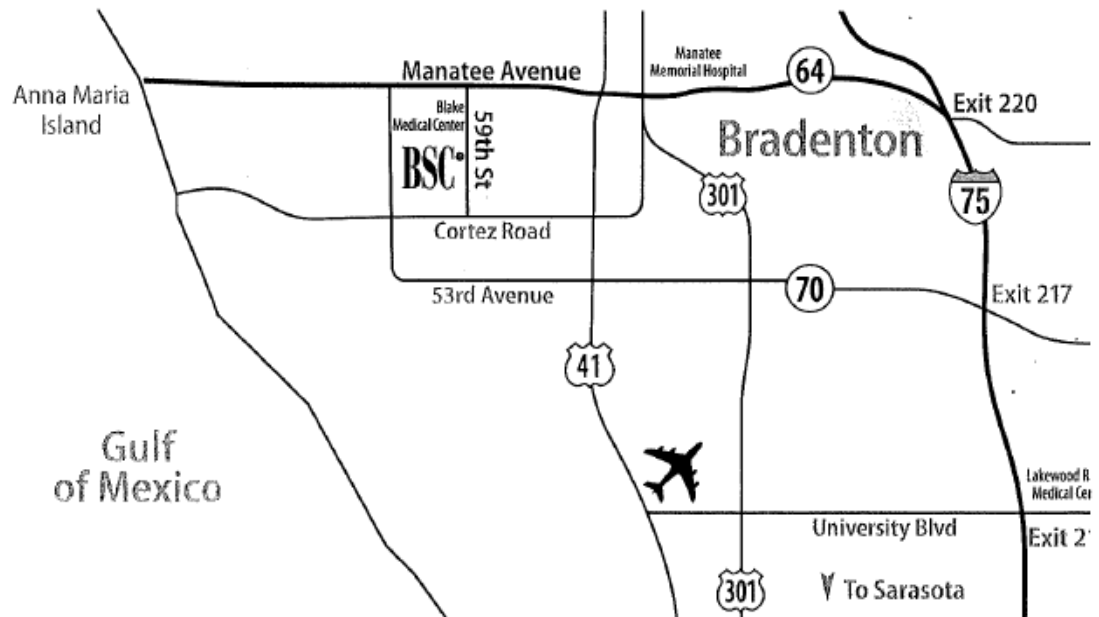
Directions

From Interstate 75:

We are located at 2902 59th St West in Bradenton, FL. From I-75, take exit 220 West onto SR 64 which transitions into Manatee Ave. Turn left at 59th St, We are on the right in the Parkside Professional Plaza. There is plenty of parking.

From the beaches:

We are located a 2902 59th St West in Bradenton, FL. From the beaches, head east on Manatee Ave and turn right onto 59th St. We are on the right in the Parkside Professional Plaza. There is plenty of parking.



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Bradenton Surgery Center
2902 59th St West, Suites F&G
Bradenton, FL 34209
(941)792-9685 (941)757-1377 fax

www.BradentonSurgeryCenter.com



In Case of Emergency

Should an emergency arise after you have been discharged, you should contact your physician or go to the nearest hospital emergency department or call 911.



Our Hours

Bradenton Surgery Center is open from 8:30 a.m. to 5:00 p.m. Monday through Friday by appointment only.