

# ABOUT US

Our mission is to improve the quality of life through premiere musculoskeletal care.

Southern Illinois Orthopedic Center, located inside The Orthopaedic Institute of Southern Illinois, is dedicated to you, our patient. We will care for you with compassion and respect, providing state-of-the-art treatment in a convenient and comfortable environment. Southern Illinois Orthopedic Center is equipped with advanced medical equipment in order to offer outpatient orthopedic surgery in an environment of quality, safety, and patient comfort. As a combined service of Southern Orthopedic Associates and Southern Illinois Healthcare, the center offers a full range of orthopedic clinical services, imaging, and same day orthopedic surgery procedures.

## A PATIENT'S RIGHTS

#### The patient has the right to the following:

Considerate and respectful care.

Complete and current information on your diagnosis, treatment and prognosis.

Information from your physician necessary to give informed consent prior to the start of any treatment or procedure. This should include the medically significant risks involved and the probable duration of incapacitation. This patient also has the right to information on medically significant alternatives for care and treatment.

To request or refuse treatment and to be informed of the consequences of this action.

To privacy and confidentiality in the delivery of care, case discussion, consultation, examination, treatment and records management and should be conducted discreetly. Those not directly involved in your care must have permission to be present. The Center will comply with all federal and state privacy protection laws and regulations.

To be involved in care planning and treatment.

To change physicians if another qualified practitioner is available.

To receive services that are within the capacity of the Southern Illinois
Orthopedic Center. The Center must provide evaluation, service and/or referral as indicated. When medically necessary, a patient may be transferred to another facility. The patient should receive a complete explanation of the need for transfer and they should be involved in the selection of the transfer

To obtain information as to any relationship of the Center to other healthcare or educational institutions. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating them.

To expect reasonable continuity of care.

facility.

To examine and receive an explanation of your bill regardless of your source of payment.

To receive care in a safe setting in an environment that is free of abuse or harassment.

To know what Center rules and regulations apply to their conduct as a patient.

If the patient is adjudged to be incompetent, under State health and safety 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.

If the court has not determined a patient to be incompetent, any legal representative designated by the patient may exercise the patient's rights to the extent allowed by the state law.

## THE PATIENT'S RESPONSIBILITY

#### The patient has the responsibility for the following:

To inform those caring for you of everything that you can about your symptoms, medications, and previous illnesses.

To follow Surgical Center rules and posted signs.

To follow instructions that are given to you and to inform healthcare providers if there will be any problems following these instructions.

To report any changes in your condition to your healthcare provider.

To assure that financial obligations for your healthcare are satisfied.

To provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by the physician.

To be respectful of all health care providers and staff, as well as other patients and their families.

To inform the provider about any living will, medical power of attorney, or other directive that could affect your care.

#### Grievance Procedure

If you have concerns about the care being provided in this licensed ambulatory surgical center, you may file a complaint with the Department of Public Health by writing or calling during regular business hours. You may also wish to discuss your concerns with the personnel available at this facility. You may also contact the Medicare Beneficiary Ombudsman at the website provided below.

Gail Moore, RN SIOC Director of Nursing 510 Lincoln Dr. Herrin, IL 62948 1-618-997-3100 gmoore@sioc.com IL Dept. of Public Health 525 West Jefferson St. Springfield, IL 62761 1-800-252-4343

Medicare Beneficiary Ombudsman www.cms.hhs.gov/center/ombudsman.asp

#### ESPECIALLY FOR CHILDREN

Prior to the day of their surgery, we invite you and your child to attend a pre-surgical tour. This will allow you both to see the various areas of the center and meet some of the people who will be caring for your child. A tour may be arranged by calling the center at 618.997.3100.

The day of surgery, your child should wear comfortable clothing. Please bring any formula or bottled milk your child may want after the surgery, as well as any special toy or personal item your child may find comforting.

The center encourages family interaction. You will be able to be with your child for most of the pre-surgical and recovery time. Since your child will want your individual attention the day of surgery, we suggest that you do not bring other children with you to the center. In addition, we require at least one parent or guardian to remain at the center at all times.

#### PRE-REGISTRATION

When your surgery is scheduled you will also receive an appointment to meet with anesthesia prior to your surgery. The pre-registration appointment may also include: anesthesia interview, laboratory studies, chest x-ray, EKG, and pre-operative education (such as walking on crutches).

For your convenience, every effort is made to provide all of the pre-registration services at one time.

#### BEFORE THE DAY OF SURGERY

A nurse from the center will call prior to surgery to review your medical history and insurance information. He or she will discuss your scheduled arrival and surgery times, and will also review your pre-operative instructions. The nurse will be happy to answer your questions regarding your upcoming visit and procedure. If you have not been contacted by 6:00 PM the day before you are scheduled, please call the center at 618.997.3100. ext 1073.

#### Please take note of these points in the days before your surgery:

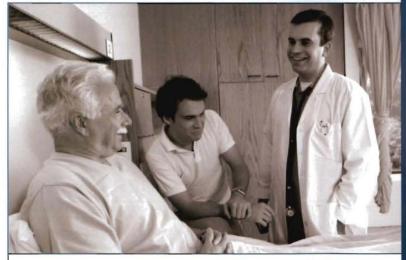
- · Notify your physician if you develop a cold, fever, cough or sore throat.
- · Avoid alcoholic beverages and smoking for 24 hours before your surgery.
- · Avoid wearing nail polish or heavy makeup the day of surgery.
- If you wear glasses or contacts, bring a storage case. Do not bring valuables or jewelry.
- Provide for transportation after surgery because you will not be allowed to drive yourself home.
- A responsible adult must wait in the lobby during your surgery.
- Bring all necessary insurance cards and forms along with your social security number.

## THE NIGHT BEFORE SURGERY

It is important that your stomach be empty for the surgery. Therefore, it is absolutely necessary that you do not eat or drink anything (including water) after midnight on the night before surgery. Your physician will inform you if there are exceptions.

## WHEN YOU ARRIVE

After you check in at the main desk, you will be directed to a changing area and provided with a patient gown and slippers. Personal items and clothing may be stored in a secured locker. You will be taken to an area where you will be prepared for your surgery. Your waiting time here will be as short as possible.



FAMILY & FRIENDS

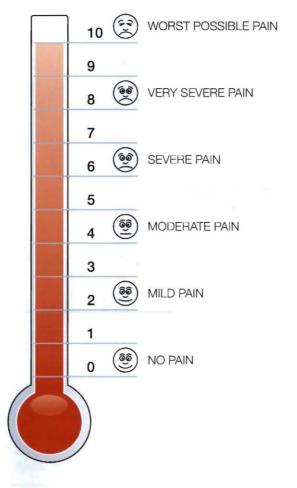
An adult member of your family or a friend must wait in the lobby during your surgery. Your doctor will meet with your family member or friend after your surgery to answer their questions.

In consideration of our other patients, we ask that the number of friends and relatives that accompany you be limited. The center welcomes children as patients only. Parents who are undergoing surgery should make other arrangements for the care of their children on the day of surgery.

#### PAIN RATING SCALES

Below are the scales that you can use to tell us how much pain you are having. Your nurse will explain how to use the scales and then you can decide which one is best for you. We will work together so that you experience effective pain management.

# Thermometer Pain Scale



#### AFTER SURGERY

The length of time spent in the recovery area can vary depending on the type of anesthesia used, the extent of your surgery and your overall state of health. Shortly after surgery you will be moved to a recliner area where a family member or friend may join you, and the nurses will provide drinks and snacks.

#### GOING HOME

Before going home, you and your family member or friend will receive discharge instructions regarding the diet, medications and activity limitations specific to your procedure. You will be provided with information regarding possible complications and appropriate contact people. You will also be given your follow-up appointment with your doctor prior to discharge.

Do not drive, operate machinery or drink alcoholic beverages for at least 24 hours after surgery. We also recommend that you arrange for a responsible adult to be with you for 24 hours following your discharge.

## ADVANCE DIRECTIVES

Due to the nature of the services provided at SIOC, in the event of a medical emergency while receiving care at SIOC, it is our policy to resuscitate ALL patients until care can be transferred to an acute care facility. A copy of the patient's advance directives documents will accompany the patient upon transfer to an acute care facility.

Patients have a right to obtain if requested official State advance directive forms.

Illinois State Advance Directive Forms are available at: http://www.idph.state.il.us/public/books/advin.htm or upon request from this facility.

#### INSURANCE & MEDICARE

We will file all insurance and Medicare/Medicaid forms for billing purposes for you. For filing purposes, please bring your social security number, prescription card, Medicare/Medicaid card, and insurance policy numbers along with the address of your insurance company. For more information, call your insurance carrier or the center at 618.997.3100.

#### FEE EXPLANATION

There is typically one fee for your surgery that includes the cost of the operating room, supplies, equipment, medication, and recovery room care. It is not uncommon, however, to have additional fees for special items your doctor determines are necessary during your procedure. Charges for anesthesia care and physician services in surgery are not included in the fee from the surgery center. These charges, along with charges for x-rays and lab tests are billed separately. Information on anticipated charges may be obtained from our business office at 618.997.3100. In the case of self-pay patients, we will work with you prior to surgery to develop an acceptable payment plan.

# OWNERSHIP

The Southern Illinois Orthopedic Center officially opened in March 2001 and is owned by the physicians of The Orthopaedic Institute of Southern Illinois as well as their CEO and Southern Illinois Healthcare Services. Southern Orthopedic Associates, LLC is located at the same address as SIOC which is 510 Lincoln Dr. Herrin, IL 62948.

Each physician owns 6.6% of SOA LLC, which in turn owns 66% of SIOC. Southern Illinois Healthcare owns 34% of SIOC and is located at 608 E. College St. in Carbondale, IL 62901.

Listed below are the NPI numbers for each physician owner.

Dr. Roland Barr - NPI# 1881709400

Dr. Richard Morgan - NPI# 1972607604

Dr. Treg Brown - NPI# 1598870115

Dr. C. David Wood - NPI# 1871608497

Dr. John Thomas Davis - NPI# 1063436756

Dr. John Wood - NPI# 1154425882

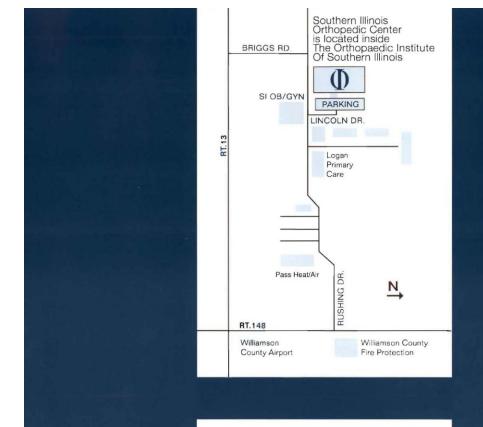
Dr. J. Michael Davis - NPI# 1063516797

Dr. Steven Young - NPI# 1215031943

Dr. Robert Golz - NPI# 1184739716

Dr. Bret Miller - NPI# 1922008754





# YOUR APPOINTMENTS

P	R	F-	R	F	G	ST	FR	AT	101	V

Date: \_\_\_\_\_

Time: \_\_\_\_\_

#### SURGERY

Date:

The Southern Illinois Orthopedic Center staff will call you to schedule your arrival time.

Southern Illinois Orthopedic Center

510 Lincoln Drive | Herrin, Illinois 62948 618.997.3100