



To Our Patient:

Your surgeon has scheduled a surgery or procedure for you at our facility. We consider it an honor and privilege that you have entrusted your care to the nurses and staff at our facility, and appreciate the opportunity you have provided us.

Please take a few moments to read the enclosed information, and sign the release below. New federal guidelines mandate that we appropriately advise you of your patient rights in advance of your surgery.

It is important that you SIGN AND DATE THIS DOCUMENT AND BRING IT WITH YOU ON THE DAY OF YOUR SURGERY. Under federal guidelines, we are obligated to inform you that failure to do so may result in cancellation of your surgery.

I have read the enclosed documents and understand my rights as a patient

Signature

Date Signed

Print Patient's Name

This notification expires 1 year after original signature.

YOUR RIGHTS AS A PATIENT

- All patients have the right to receive disclosure of physician financial interest or ownership in this facility.
- All patients have the right to receive care in a safe setting.
- All patients have the right to written information concerning our policies on advance directives, including where official State advance directive forms can be obtained. We will document in our medical records information that our patients provide us with regard to their advance directives.
- All patients have the right to make informed decisions regarding care.
- All patients have the right to voice grievances regarding treatment or care that is (or fails to be) provided.
- All patients have the right to every consideration of privacy concerning their medical care, including the fact that all communications and records pertaining to their care are kept confidential.
- All patients have the right to expect care that is safe and free from abuse, discrimination and harassment.
- All patients have the right to be fully informed about the treatment or procedure and the expected outcome before it is performed.
- All patients have the right to exercise these rights without abuse, harassment, or reprisal.
- Patients have the responsibility to cooperate in their treatment program.

If at any time you feel that you are not being treated fairly, or have a matter of concern, please notify the facility's administrator, Melodie Garrobo, CASC at 303-963-1507.

You may also notify the Colorado Department of Public Health and Environment at 303-692-2000 or the Senior Health Insurance Assistance Program (SHIP) at 888-696-7213, Español 866-665-9668

PHYSICIAN FINANCIAL INTERESTS

Golden Ridge Surgery Center is an LLC operating as an Ambulatory Surgery Center and Convalescence Center under the laws of the State of Colorado. The following physicians and entities have a financial interest in this facility

Amit Agarwala, MD
Thomas Benenati, DPM
Robert Brown, MD
Mark Conklin, MD
Pete Deol, DO
Bharat Desai, MD
Michael Drewek, MD
Jared Foran, MD
Douglas Foulk, MD
Thomas Friermood, MD
Charles Gottlob, MD
Michael Horner, DO

James Johnson, MD
Karen Knight, MD
Peter Lammens, MD
Mark Laumen, MD
Timothy Lehman, MD
Sameer Lodha, MD
Lonnie Loutzenhiser, MD
Patrick McNair, MD
Mark Mills, MD
Roger Murken, MD
Nimesh Patel, MD
William Peace, MD

Thomas Puschak, MD
Mitchel Robinson, MD
Kavi Sachar, MD
Edmund Rowland, MD
David Schneider, MD
Mitchell Seeman, MD
Robert Thomas, MD
Douglas Wong, MD
Centura Healthcare Initiatives (d/b/a
Centura Health)

YOUR SURGICAL APPOINTMENT TIME

You will be notified at least 3 days prior to your surgery by one of our nurses with both your arrival/admission time and your surgery time. In order to provide the most efficient surgery schedule for both you and your surgeon, we attempt to arrange like surgeries together. If you have a specific need that you need to address about your surgical appointment, please call our pre-op nurse at 303-963-1552.

UNDERSTANDING YOUR FINANCIAL LIABILITY

Your procedure at **Golden Ridge Surgery Center** will involve a number of *separate and distinct* services that will be billed to your insurance.

- Golden Ridge Surgery Center facility fee
- Surgeon/Physician fee
- Anesthesia Fee
- Surgical Assistant's fee (if applicable)
- Lab/Pathology fee (if applicable)
- Durable Medical Equipment fee (if applicable) (this includes cold pack, braces, boots etc)

Knowing your insurance benefit plan can be very beneficial to you because your out-of-pocket cost is dependent upon your insurance benefits. Common patient financial liabilities include the following:

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COPAY- Depending on your type of plan it is possible to have a copay due to your surgeon, and also a copay for the surgery center/facility (GRSC).

COINSURANCE- Coinsurance is a percentage of the charges (e.g., insurance pays 80%, you pay 20%), subject to your plan's coverage limits. It is possible to owe coinsurance to the physician, surgery center (GRSC), or both. Also be aware coinsurance may be *in addition* to your copay.

DEDUCTIBLE- You may have an annual deductible amount that must be met by you prior to any payment of services by your insurance carrier. In this case, it is possible to have *all three*; an annual deductible, coinsurance, and copay that will be your portion of the financial responsibility.

Since every insurance plan is different, it's very beneficial to us both if you familiarize yourself with your benefits prior to your visit. In order to help you understand your financial liability prior to your surgery, you will receive a call from our Business Office. After verifying your insurance benefits, we will provide you an estimate for your patient responsibility based on our facility fee. This estimate is based on the procedure/s your doctor has scheduled. We ask that you pay your financial liabilities at the time of service. You may wish to contact your other providers for their estimates as well.

At any time, please feel free to call our professionals for assistance at 303-963-1579. Thank you! We look forward to taking care of you!

ADVANCE DIRECTIVES

It is the policy of this facility that we do not honor Advance Directives. Due to the nature of the procedures performed at Golden Ridge Surgery Center and the admission criteria for our patients, The Center will render all medically appropriate measures to preserve life.

If you wish to prepare an Advance Directive, the Colorado Department of Public Health and Environment has an excellent website to assist you in that endeavor. You can visit the website directly, or we can assist you in procuring the forms and information you may need.

<http://www.coloradoadvancedirectives.com/contact.html>

YOUR SATISFACTION IS IMPORTANT TO US: Grievance Procedures

Your satisfaction is important to our entire team. Should you have a complaint or concern, please contact us immediately. Your concerns will be addressed, investigated, and a response provided to you in a timely manner:

Administrator: Melodie R. Garrobo
(303)963-1507 melodie.garrobo@goldenridge-asc.com

Public Resources

Colorado Department of Public Health and Environment, Health Facilities Division
(303)692-2800 or (800)886-7689 X 2800 <http://www.cdphe.state.co.us/index.html>

Colorado Department of Regulatory Agencies <https://www.colorado.gov/dora/licensing>
(303) 894-7855 or (800) 886-7675 Toll Free

QIO (Quality Improvement Organization
(Beneficiary and Family Centered Care)
KePRO <http://www.keproqio.com>
(844)430-9504 or (216)447-9604

The Colorado Department of Public Health and Environment, Health Facilities Division investigates complaints for all health care facilities facility. The Department of Regulatory Agencies investigates complaints for all providers, including nurses and doctors.

The division encourages solving any concerns or complaints at the facility level through communication between patients, family, staff and ombudsmen. However, if concerns are not being satisfactorily resolved at the facility level, a formal complaint can be filed with the division by calling (303) 692-2800, toll free at 800 886-7689 extension 2800 or faxing a statement to (303) 753-6214.

Please tell us how we are doing. You may fill out a customer response survey by logging into our website: <http://www.goldenridgesurgerycenter.com/>

Click on the link under patient services.