

Patient Information



1000 East Paris Ave SE; Suite LL01
Grand Rapids, MI 49546

616-464-3430

<http://eastparis-surgicalcenter.com>

Patient Name: _____

Surgery Date: _____

Reviewed/Revised: 6-15-2026
QA-202C

WELCOME!

Our mission is to provide our patients with the highest level of surgical care. We offer state-of-the-art equipment and professional, caring staff that specializes in the areas of surgery we perform. Our facility offers plastic, cataract, glaucoma, retinal and corneal surgery, as well as corneal transplants and ocular plastics. Our surgeons are among the most experienced and well trained in their areas of expertise. Our core value is to place the patient before all other interests.

Features of our center:

- State of the art operating rooms
- Knowledgeable and caring staff
- Easy access from I-96 and Cascade Road
- Free Parking
- Wi-Fi access for family and friends in the waiting area

We look forward to serving you and will strive to make your stay with us a pleasant one.

Thank you,
East Paris Surgical Center Staff

Preparing for Surgery Checklist

____ Seen by your primary doctor within last 90 days and
'cleared for surgery'

** IF you have not seen your doctor within the last 90 days and you have not heard from your doctor, please call your doctor's office and schedule an appointment. You are required to be seen to have surgery at our facility.

____ Labs within last 6 months (if required, please ask
primary doctor)

____ EKG within the last year, if greater than 60 years old
or have a history of heart problems

Your physicians:

Jasmina Bajric, M.D.

Adam Hassan, M.D.

Alan Margherio, M.D.

Surgery scheduling questions:

Dr. Adam Hassan and Jasmina Bajric 616-942-6687

Alan Margherio 616-942-2406

PRIOR TO YOUR SURGERY

We understand that you may have some questions and anxiety about your surgery - everyone does. We want you to know that at East Paris Surgical Center, outpatient ophthalmic surgery and laser treatment is our specialty. We will do everything possible to make you feel relaxed and comfortable.

You will be contacted by the East Paris Surgical Center staff - one to two days prior to your surgery for pre-registration. This will provide the staff an opportunity to relay important information to you about your surgery and give you a chance to ask questions.

Your physician may have ordered some pre-operative (pre-surgery) testing (such as a physical, blood test, EKG) to be completed prior to the day of surgery. In some instances, it may be up to you to have those tests completed. **If they have not been completed before the day of surgery, your surgery may need to be rescheduled.**

GENERAL HEALTH

If you develop a cold, sore throat, or any other minor illness a day or two prior to your surgery, call your primary care physician.

PHYSICAL EXAMINATION - PRIOR TO YOUR SURGERY

You **will** need to see your Primary Care Physician for a preoperative history and physical. An EKG and blood work may be required for certain surgical procedures. It is important that you keep this appointment, or the surgical center may cancel your surgery. They must have this information from your doctor.

Please **DO NOT** miss this appointment. If you cannot make it on the date scheduled for you, please call your doctor's office to reschedule.

Medications Precautions:

If you are on a weekly injectable medication for weight loss or diabetes, please discuss with your surgeon at least 2 weeks prior to surgery. Failure to discuss with your surgeon may result in your surgery being cancelled.

PREOPERATIVE INSTRUCTIONS:

Prior to surgery-

A nurse from the Center will call you one to two days prior to your surgery date. They will give you all your instructions on what to do the night before surgery and what medicines to take the morning of surgery. They will confirm your arrival time to the Center and your surgical procedure time. If you have any questions regarding your surgery information,

please call a preoperative nurse at **616-464-3435** or the main line at **616-464-3430**.

Preparing for surgery:

- Please plan to be at the Center for approximately 2-5 hours, depending on the length of your surgery
- Please be aware you must have a **responsible adult driver, and they must stay in the facility during your entire stay at EPSC.**
- Please dress comfortably as you may be changing into a gown. Wear casual, loose-fitting or short sleeved, non-restrictive clothing.
- Please do NOT wear makeup or apply lotion to your body
- Please remove all jewelry
- If you wear contact lenses – please bring a case for them
- Please do NOT bring valuables and large amounts of cash
- **Please do NOT eat or drink anything after midnight, unless instructed otherwise – this includes water.** Please do NOT smoke or drink alcohol the day before or morning of surgery
- Please shower or bathe the evening before or the morning of surgery. Please practice dental hygiene the morning of surgery.
 - Please bring your insurance cards and a legal form of identification – you will need them during registration
 - Please be aware that you will be given anesthesia and will need to arrange for a responsible adult to stay with you for a minimum of 12-24 hours after surgery.

Place of surgery:

Your surgery will be done at the East Paris Surgical Center, LLC. The Center is located at 1000 East Paris Ave SE, suite LL01 in the lower level of the East Paris Medical Building. You may use either the “A” or the “E” entrance of the building. Please take the elevators down to the lower level.

Upon arrival:

Everything will be explained to you as you proceed through the surgery process. If you have any questions along the way – please feel free to ask them.

The registration clerk will ask you to confirm your name, address, age, employer, etc. **Please have your insurance cards and a legal form of identification available.** The clerk will have you read and sign an admission form, registration form, and advanced directive form. The Center will bill your insurance companies directly when all necessary information is provided. Payment for deductibles and co-pays will be collected at this time. You will be responsible for all co-pays, co-insurance, and deductibles the day of surgery.

A nurse will escort you to the preoperative area, where they will review your information and the procedure with you. A surgical consent and consent for anesthesia will be reviewed and signed. A nurse will perform an assessment – taking vital signs (blood pressure, pulse, temperature, respiratory rate, heart and lung sounds, etc.), placing an IV catheter for fluids and medication, and applying a nasal cannula for oxygen. You will be required to lay flat for the procedure.

You will also be interviewed by an anesthesia provider. They will provide you with information regarding your anesthetic during the surgery.

THE DAY OF SURGERY:

Remember when you wake up on the day of surgery do NOT eat or drink anything – unless you have had specific instructions to do otherwise. Please refrain from smoking. Allow yourself plenty of time to get to the Center so you are not rushed.

Our nurses will give you an arrival time. Please arrive at your scheduled time to allow for registration, nurse evaluation, and anesthesia interview.

Please bring your insurance card and picture identification. If you have an advance directive, please bring a copy. We do not honor advance directives or living wills. We will resuscitate, stabilize and transfer to the hospital, should an emergency arise.

A responsible adult must accompany you, stay for the procedure, drive you home, and stay with you for a minimum of 12-24 hours after surgery. You may NOT drive yourself home from surgery.

PLEASE BE PREPARED FOR DELAYS:

We try very hard to adhere to the time of your surgery, but sometimes there are circumstances that we cannot anticipate – such as a difficult case preceding, causing a domino effect to the rest of the day. Please feel free to ask the front desk if there seems to be an extensive delay.

AFTER SURGERY:

After the surgery, you may be sleepy or dizzy. Plan to relax and enjoy the rest of your day. You will need a responsible person to stay with you for a minimum of 12-24 hours after surgery. Please call your surgeon if you have any problems or questions. They are on call 24 hours a day, every day.

IMPORTANT INFORMATION:

For your safety, under no circumstances will you be permitted to leave the Center alone. If you have not made arrangements for an adult companion, your surgery will be rescheduled. Your adult companion must remain at the Center during your procedure and must be present for discharge instructions.

Anesthesia:

You will be given one of two forms of anesthetic for your procedure:

- Monitored Anesthesia Care (MAC) – local anesthetic drops or injections are used as well as medications to make you drowsy.
- General – you are put completely asleep

NO eating, drinking or smoking:

It is very important that you do not eat or drink after midnight the evening before surgery unless your physician or the Center's staff gives you specific instructions to do otherwise.

- This means that you may take ABSOLUTELY NOTHING by mouth; no liquids, no solid food, no gum, no candy.

- Avoid smoking the night before and the day of surgery.
- **If you eat or drink before surgery, your procedure will be rescheduled.**

Medications:

Some of your medications should be taken and others should be held. The preoperative nurse will ask you the names of the medications you take and the dosages. You will be informed prior to surgery what medications you should and should not take. You may take them with a SIP of water. If you have any questions regarding your medications – please call the Center and ask to speak to one of the nurses, they will help answer your questions.

BILLING NOTICE:

Depending on your insurance coverage you may be responsible for **three separate payments:**

- Professional Fees – Surgeon fees
- Surgery Center Fees – East Paris Surgical Center
(616-464-3430)
- Anesthesiologist Fees – Anesthesia Medical
(616-364-4200)

SURGERY COSTS & PAYMENTS:

The cost of the surgical services other than your deductible, copay, and/or co-insurance is usually covered by most healthcare plans. We will submit claims directly to all third-party payers on your behalf; however, we

expect you to work directly with your carrier to have your claim addressed.

All deductibles, co-insurance, and co-pays are due the day of surgery. We will contact you in advance to notify you of the amount. This amount is an estimate only. If you do not have insurance, you must pay for the surgery prior to the surgery being performed or have made prior payment arrangements with our staff. We do accept MasterCard, VISA, Discover, and American Express, as well as payment in cash. You may also pay with a check on the day of surgery. The actual cost of your surgery depends upon the exact procedure(s) that are done in the operating room and any implants used.

Your payment to East Paris Surgical Center, LLC is for the facility (surgery center) fee only. You will also receive separate bills for the professional fees and the anesthesia fees.

PATIENT'S BILL OF RIGHTS

East Paris Surgical Center wants you to have the best possible care. We want you to know what your rights are as a patient, as well the obligations of this surgical center, its staff and the physicians. We encourage you to talk openly with those involved in your care.

- Patients are treated with respect, consideration and dignity.
- Patients are provided appropriate privacy, personal, during check-in and throughout the evaluation and treatment areas.
- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.

- Patients 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. If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients have the right to know what their responsibilities are and how they are to conduct themselves as explained under Patient Responsibilities.
- Patients have a right to know what services are available at East Paris Surgical Center.
- Patients have a right to know what provision(s) are available for after-hours and emergency care.
- Patients have the right to examine and receive an explanation of their bill, regardless of the source of payment.
- Patients have the right to receive care in safe setting.
- Patients have the right to know, in advance, the expected amount of his/her bill, regardless of the source of the payment.
- Patients have the right to know what the payment policies are for East Paris Surgical Center.
- Patients have the right to know if any experimental research will be done during his / her treatment and have the right to refuse it.
- Patients have the right to information regarding the credentials of health care professionals involved in their care or treatment.
- Patients have the right to be informed of any persons other than routine personnel who will observe in his / her treatment, and to refuse that observation.
- Patients have the right to change their provider if other qualified providers are available.
- Patients have the right to be free from all forms of abuse, harassment, discrimination or reprisal.
- Patients have the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Patients have the right to be informed or, as appropriate, the patient's representative of the patient's right to make informed decisions regarding the patient's care.
- Patients have the right to refuse treatment and be informed of the consequences of his / her actions.
- Patients have the right to exercise his / her rights without being subjected to discrimination or reprisal.

- Patients have the right to be free from any act of discrimination, reprisal as well as all forms of abuse or harassment.
- Patients have the right to expect quality care and service from East Paris Surgical Center in a safe setting.
- Patients have the right to voice grievances regarding treatment or care that is (or fails to be) furnished.
- Patients have the right to have interpretation services available if necessary.
- Patients have the right to voice grievances regarding treatment or care that is (or fails to be) furnished.

PATIENTS and/or PATIENT REPRESENTATIVES :

1. **State of Michigan Facility Complaints-** The State of Michigan investigates complaints regarding health facility safety, quality of care, and licensing violations. This is the direct online intake form used for Michigan ambulatory surgery centers.

- **Agency Name:** Michigan Department of Licensing and Regulatory Affairs (LARA)
- **Bureau:** Bureau of Survey and Certification (BSC)
- **Toll-Free Complaint Hotline:** 1-800-882-6006
- **Direct Online Complaint Portal:** lara.state.mi.us
- **Mailing Address:**
 - i. **Department of Licensing & Regulatory Affairs Bureau of Survey and Certification – Complaint Intake Section**
P.O. Box 30838
Lansing, MI 48909

2. **Medicare / CMS Complaints-** For health facility conditions and quality of care issues at an ambulatory surgery center, the Centers for Medicare & Medicaid Services (CMS) directs beneficiaries to file through the State Survey Agency (LARA listed above). However, general Medicare complaints or coverage rights violations can be initiated directly with Medicare.

- **Agency Name:** Centers for Medicare & Medicaid Services (CMS)
- **Toll-Free Phone Line:** 1-800-MEDICARE (1-800-633-4227)
- **TTY Users Phone Line:** 1-877-486-2048
- **Direct Online Complaint Form:** <https://www.medicare.gov/my/medicare-complaint>

3. **Medicare Beneficiary Ombudsman-** The Medicare Ombudsman helps ensure patient rights are protected and reviews issues that have not been adequately resolved through standard Medicare complaint processes. Patients may review their programmatic rights online or ask a 1-800-MEDICARE representative to escalate their unresolved inquiry directly to the Ombudsman.

- **Office Name:** CMS Medicare Beneficiary Ombudsman (MBO)
- **How to Escalate via Phone:** Call 1-800-633-4227 and explicitly ask the agent to submit your unresolved complaint to the Ombudsman.
- **Ombudsman General Web**
Resource: <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>
- **Ombudsman Rights and Help**
Portal: <https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections>

OWNERSHIP: East Paris Surgical Center, LLC is owned by the following physicians:

David Verdier, MD

Karl Siebert, MD

Kyle McKey, MD

Patient's Responsibilities

- It is the PATIENT'S and / or PATIENT'S REPRESENTATIVE responsibility to read and understand all permits and / or consents to be signed. Patients should ask either the nurse or physician to clarify any information not understood about their care or services.
- It is the PATIENT'S responsibility to 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 any allergies or sensitivities.
- It is the PATIENT'S responsibility to follow the agreed-upon treatment plan prescribed by his/her provider and participate in his/her care.
- It is the PATIENT'S responsibility to notify East Paris Surgical Center on admission if preoperative instructions have not been followed.
- The PATIENT is responsible for his/her actions if they refuse treatment or do not follow preoperative instructions.

- PATIENTS are informed of the responsibility to provide a responsible adult to provide transportation home and to remain with him / her (12 – 24 hours after returning home) as directed by the provider or indicated on discharge instructions.
- It is the PATIENT’S responsibility to provide a responsible adult to remain in the facility during your entire procedure.
- It is the PATIENT’S responsibility to follow the postoperative instructions given by the physician(s) and/or nurses. This includes instructions regarding postoperative appointments.
- It is the PATIENT’S responsibility to contact the physician if any complications occur.
- It is the PATIENT’S responsibility to ensure that all payments for services rendered are made on a timely basis. The patient is ultimately responsible for payment and patient accepts personal financial responsibility for any charges not covered by his/her insurance, regardless of insurance coverage.
- It is the PATIENT’S responsibility to provide financial and/or insurance information regarding who will be responsible for the bill including current address and authorized contact information.
- It is the PATIENT’S responsibility and those accompanying the PATIENT to be respectful of all health care providers and staff, as well as other patients, and to follow the Center’s policies.
- It is the PATIENT’S responsibility to inform his / her provider about any living will, medical power of attorney, or other directive(s) that could affect his / her care.
- It is the PATIENT’S responsibility to notify the administration of the East Paris Surgical Center if the PATIENT or PATIENT REPRESENTATIVE thinks their right(s) have been violated or if the PATIENT has a suggestion, comment or complaint.

Suggestions, Comments or Complaints should be directed to:

ASC Director
 East Paris Surgical Center
 1000 East Paris Ave SE; Suite LL01
 Grand Rapids, MI 49546
 616-464-3430

EAST PARIS SURGICAL CENTER, LLC
NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed, and how you can gain access to this information. Please review it carefully.

Protected health information (PHI), about you, is maintained as a written and/or electronic record of your contacts or visits for healthcare services with our practice. Specifically, PHI is information about you, including demographic information (i.e., name, address, phone, etc.), that may identify you and relates to your past, present or future physical or mental health condition and related healthcare services.

Our practice is required to follow specific rules on maintaining the confidentiality of your PHI, using your information, and disclosing or sharing this information with other healthcare professionals involved in your care and treatment. This Notice describes your rights to access and control your PHI. It also describes how we follow applicable rules and use and disclose your PHI to provide your treatment, obtain payment for services you receive, manage our healthcare operations and for other purposes that are permitted or required by law.

Your Rights Under The Privacy Rule - Following is a statement of your rights, under the Privacy Rule, in reference to your PHI. Please feel free to discuss any questions with our staff.

You have the right to receive, and we are required to provide you with, a copy of this Notice of Privacy Practices - We are required to follow the terms of this notice. We reserve the right to change the terms of our notice at any time. Upon your request, we will provide you with a revised Notice of Privacy Practices if you call our office and request that a revised copy be sent to you in the mail or ask for one at the time of your next appointment. The Notice will also be posted in our waiting rooms within the practice, and if such is maintained by the practice, on its website.

You have the right to authorize other use and disclosure - This means we will only use or disclose your PHI as described in this Notice, unless you authorize other use or disclosure in writing. For example, we would need your written authorization to use or disclose your PHI for marketing purposes, for most uses or disclosures of psychotherapy notes or substance use disorder counseling notes, or if we intended to sell your PHI. You may revoke an authorization, at any time, in writing, except to the extent that your healthcare provider, or our practice has taken an action in reliance on the use or disclosure indicated in the authorization.

You have the right to request an alternative means of confidential communication – This means you have the right to ask us to contact you about medical matters using an alternative method (i.e., email, telephone), and to a destination (i.e., cell phone number, alternative address, etc.) designated by you. You must inform us in writing, using a form provided by our practice, how you wish to be contacted if other than the address/phone number that we have on file. We will follow all reasonable requests.

You have the right to inspect and obtain a copy of your PHI - This means you may inspect, and obtain a copy of your complete health record, or to direct us to disclose your PHI to a third party. If your health record is maintained electronically, you will also have the right to request a copy in electronic format. We have the right to charge a reasonable fee for paper or electronic copies as established by professional, state, or federal guidelines. We are required to provide you with access to your records within 30 days of

your written request unless an extension is necessary. In such cases, we will notify you of the reason for the delay, and the expected date when the request will be fulfilled.

You have the right to request a restriction of your PHI - This means you may ask us, in writing, not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. If we agree to the requested restriction, we will abide by it, except in emergency circumstances when the information is needed for your treatment. In certain cases, we may deny your request for a restriction. You will have the right to request, in writing, that we restrict communication to your health plan regarding a specific treatment or service that you, or someone on your behalf, has paid for in full, out-of-pocket. We are not permitted to deny this specific type of requested restriction.

You may have the right to request an amendment to your protected health information - This means you may request an amendment of your PHI for as long as we maintain this information. In certain cases, we may deny your request.

You have the right to request a disclosure accountability - This means that you may request a listing of disclosures that we have made, of your PHI, to entities or persons outside of our practice except for those made upon your request, or for purposes of treatment, payment or healthcare operations. We will not charge a fee for the first accounting provided in a 12-month period.

You have the right to receive a privacy breach notice - You have the right to receive written notification if the practice discovers a breach of your unsecured PHI, and determines through a risk assessment that notification is required.

How We May Use or Disclose Protected Health Information

Following are examples of uses and disclosures of your protected health information that we are permitted to make. These examples are not meant to be exhaustive, but to describe possible types of uses and disclosures.

Treatment - We may use and disclose your PHI to provide, coordinate, or manage your healthcare and any related services. This includes the coordination or management of your healthcare with a third party that is involved in your care and treatment. For example, we would disclose your PHI, as necessary, to a pharmacy that would fill your prescriptions. We will also disclose PHI to other Healthcare Providers who may be involved in your care and treatment.

Special Notices - We may use or disclose your PHI, as necessary, to contact you to remind you of your appointment. We may contact you by phone or other means to provide results from exams or tests and to provide information that describes or recommends treatment alternatives regarding your care. If the patient is scheduled for surgery, a surgical packet will be mailed to the patient. We will also mail the patient a notice to reschedule an appointment, give an update on their insurance, account status, or give miscellaneous information that could possibly request the patient to return our call. Also, we may contact you to provide information about health-related benefits and services offered by our office, or with respect to a group health plan, to disclose information to the health plan sponsor. You will have the right to opt out of such special notices.

Payment - Your PHI will be used, as needed, to obtain payment for your healthcare services. This may include certain activities that your health insurance plan may undertake before it approves or pays for the healthcare services we recommend for you such as, making a determination of eligibility or coverage for insurance benefits.

Healthcare Operations - We may use or disclose, as needed, your PHI in order to support the business activities of our practice. This includes, but is not limited to business planning and development, quality assessment and improvement, medical review, legal services, auditing functions and patient safety activities.

Health Information Organization - The practice may elect to use a health information organization, or other such organization to facilitate the electronic exchange of information for the purposes of treatment, payment, or healthcare operations.

To Others Involved in Your Healthcare - Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person, that you identify, your PHI that directly relates to that person's involvement in your healthcare. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest based on our professional judgment. We may use or disclose PHI to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care, of your general condition or death. If you are not present or able to agree or object to the use or disclosure of the PHI, then your healthcare provider may, using professional judgment, determine whether the disclosure is in your best interest. In this case, only the PHI that is necessary will be disclosed.

Other Permitted and Required Uses and Disclosures - We are also permitted to use or disclose your PHI without your written authorization, or providing you an opportunity to object, for the following purposes: if required by state or federal law; for public health activities and safety issues (e.g. a product recall); for health oversight activities; in cases of abuse, neglect, or domestic violence; to avert a serious threat to health or safety; for research purposes; in response to a court or administrative order, and subpoenas that meet certain requirements; to a coroner, medical examiner or funeral director; to respond to organ and tissue donation requests; to address worker's compensation, law enforcement and certain other government request, and for specialized government functions (e.g. military, national security, etc); with respect to a group health plan, to disclose information to the health plan sponsor for plan administration; and if requested by the Department of Health and Human Services in order to investigate or determine our compliance with the requirements of the Privacy Rule.

Prohibited Uses/Disclosures- substance use disorder treatment records received from Part 2 programs; a testimony relaying the contents of such records, will not be used or disclosed in any criminal investigation, to initiate or substantiate criminal charges, or in civil, criminal, administrative or legislative proceedings against you without your authorization or a court order with accompanying subpoena or similar legal mandate compelling disclosure.

Redisclosure- Protected health information that is disclosed pursuant to the Privacy Rule may be subject to redisclosure and no longer protected by the Privacy Rule. For example, if a disclosure is made to a third party who is not subject to HIPAA rules) e.g., is not a healthcare provider, health plan, or healthcare clearinghouse), this entity may redisclose the PHI to others without restrictions.

Privacy Complaints

You have the right to complain to us, or directly to the Secretary of the Department of Health and Human Services if you believe your privacy rights have been violated by us. We will not retaliate against you for filing a complaint.

* You may ask questions about your privacy rights, file a complaint, or submit a written request (for access, restriction, or amendment of your PHI or to obtain a disclosure accountability) by notifying our Privacy Manager at:

ASC Director
1000 East Paris Ave SE
Suite LL01
Grand Rapids, MI 49546
(616) 464-3430

We will not retaliate against you for filing a complaint.

Important information regarding Advance Directives:

You have the right to know that the Center does not honor advance directives and to know where/how to obtain information and forms

1. Although the Center recognizes it is the patient's right to participate in their own healthcare decisions, it is our policy, regardless of the contents of any advance directive, that if an adverse event occurs during treatment at the Center, we will initiate resuscitative or other stabilizing measures and transfer the patient to an acute care hospital for further evaluation. Existence of advance directives are documented prominently in each patient chart.
2. You may obtain additional information about advance directives at:

http://www.michigan.gov/documents/miseniors/Advance_Directives_230752_7.pdf
http://www.michigan.gov/images/End-of-life_chapter_2_1182_7.pdf

Our goal is to provide you with the best care possible in a professional manner. We are always open to suggestions and we recognize that an issue may arise. If you have any questions or concerns regarding your rights or responsibilities, or have a complaints or grievances on how these rights were or were not administered, please contact the ASC Director who will investigate the issue. The East Paris Surgical Center ASC Director can be reached at:

1000 East Paris Ave SE, Suite LL01
Grand Rapids, MI 49546 (616)
464-3430.

You may also register complaints with the State of Michigan via Complaint Hotline: (800) 882-6006 or by mail at:

Michigan Department of Consumer and Industry Services, Bureau of
Health Systems
611 W. Ottawa Street
PO Box 30664
Lansing, MI 48909

If you are a Medicare Beneficiary, you can file a complaint with the Medicare Ombudsman. Additional information is available from the Office of the Medicare Beneficiary Ombudsman at: <http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

An “Ombudsman” is a person who reviews the performance of an organization or program, and helps resolve problems that are found. Congress requires that Medicare have a Beneficiary Ombudsman to help people with Medicare.

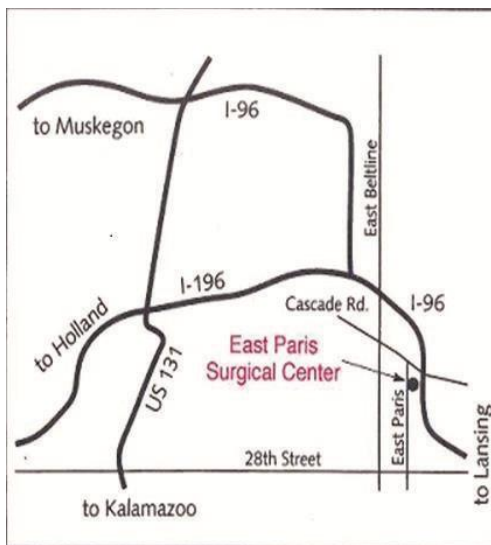
You have the right to receive a “Good Faith Estimate” explaining how much your medical care will cost

Under the law, health care providers need to give patients who don’t have insurance or who are not using insurance an estimate of the bill for medical items and services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services.
- This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least 1 business day before your medical service or item. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.

- If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill.
- Make sure to save a copy or picture of your Good Faith Estimate.

DIRECTIONS TO OUR FACILITY:



- I. Take the “Cascade Road West” Exit off I-96.
- II. Turn LEFT at the stoplight at East Paris Avenue.
- III. Go down the hill to the East Paris Medical Center which is located on the LEFT at the bottom of the hill.
- IV. Enter the building through the “A” entrance.
- V. Proceed straight ahead to the elevator area.
- VI. East Paris Surgical Center is on the LOWER LEVEL.

FOR MORE INFORMATION:

East Paris Surgical Center, LLC.
1000 East Paris Ave SE; suite LL01
Grand Rapids, MI 49546
Phone: (616) 464-3430
Fax: (616) 464-3440 or (616) 942-8553
<https://eastparis-surgicalcenter.com>

