

As A Patient, You have the Right To:

1. Impartial access to treatment without harassment or abuse and without regard to race, color, age, sex, sexual orientation, religion, marital status, handicap, national origin, or sponsor.
2. Reasonable physical access to CCSC.
3. Personal and informational privacy.
4. Considerate and dignified care with respect for psychological, spiritual, and cultural values.
5. A secure and safe environment for self and property.
6. The opportunity to communicate your concerns to CCSC staff.
7. Un-compromised care regardless of the presentation of complaints about the quality of previous care received in this center.
8. Strict confidential treatment of disclosures and records and the opportunity to approve or refuse the release of such information, except when required by law.
9. The opportunity to obtain complete and current information from the Medical Staff member concerning the diagnosis, treatment, and prognosis in terms you can be reasonably expected to understand. When it is not medically advisable to give such information to you, the information is made available to an appropriate person on your behalf.
10. To know, by name, the Medical Staff member responsible for coordinating your care.
11. The opportunity to participate in decisions involving your health care, including the right to refuse or accept medical or surgical treatment including medications, unless contraindicated by concerns for your health.
12. Information necessary from your doctor to give an informed consent prior to the start of any procedure and/or treatment including: significant medical risks involved; information and alternatives for medical care or treatment; consequences of not complying with therapy; and, name of the person responsible for procedures and/or treatment.
13. Voice any grievances regarding your treatment or care that is (or fails to be) furnished.

14. Be free from all forms of abuse and harassment.

15. Exercise your rights without being subjected to discrimination or reprisal.

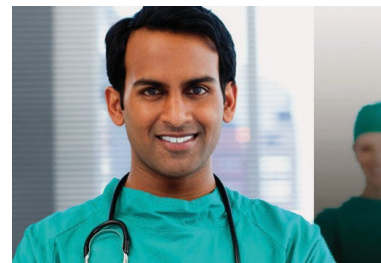
FILING COMPLAINTS:

NC Division of Health Service Regulation, Complaint Intake Unit, 2711 Mail Service Center, Raleigh, NC 27699-2711. Telephone: (800) 624-3004 (within NC) or 919-855-4500

For Medicare patients: If there is a complaint/grievance regarding quality of care, contact the Office of the Medicare Beneficiary Ombudsman: www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman

As a Patient, You Are Responsible For:

1. Providing, to the best of your knowledge, accurate and complete information about your present health status and past medical history and reporting any unexpected changes to the appropriate practitioner(s).
2. Following the treatment plan recommended by the primary practitioner involved in your care.
3. Providing an adult to transport you home following treatment and an adult to be responsible for you at home for the first 24 hours following treatment as needed.
4. Indicating that you clearly understand the contemplated course of action and what is expected of you.
5. Your actions if you refuse treatment, leave CCSC against the advice of your practitioner, and/or do not follow the practitioner's instructions relating to your care.
6. Assuring that financial obligations associated with your care at CCSC are fulfilled as expediently as possible.
7. Providing information about and/or copies of any living will, power of attorney, advance directive, or other directive you desire us to know about.
8. Being respectful of the healthcare professionals and staff as well as other patients.



OUR MISSION STATEMENT

We will provide our patients with the highest quality surgical care and services in a comfortable and pleasant outpatient environment by adhering to the highest professional standards of practice.

Our expert team of personnel will create an environment that fosters genuine caring concern for the comfort and welfare of our patients, their family and friends.

We will endeavor to continuously improve our services to our patients and other stakeholders.



ABOUT YOUR BILL

Capital City Surgery Center (CCSC) will make every effort to keep this process as simple as possible. Your surgical procedure will generate several different bills from different sources:

- CCSC's bill covers the use of the facility and all necessary supplies used during your surgical procedure.
- You will receive separate bills from your surgeon and anesthesiologist.
- Other billable services that may be used during your surgery are laboratory and/or pathology charges, radiology and some specialty items.

Our facility works with your doctor's office to make sure we have accurate insurance information. We will contact your insurance carrier if there is any question about your eligibility. If it is determined that you are responsible for the bill in its entirety or just a portion, we will call you before your date of surgery to make payment arrangements. We accept cash, personal checks, Visa, MasterCard, American Express, Discover, and Care Credit.

Thank you for choosing Capital City Surgery Center.

DIRECTIONS

Take exit 13A for New Bern Ave off 440. Follow signs to Wake Medical Center. Turn onto Sunnybrook Road.

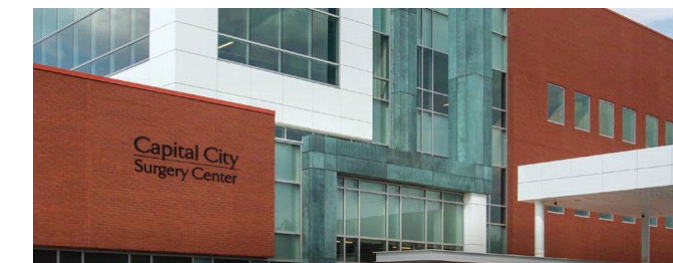
919-322-4800

23 Sunnybrook Road Suite 100
Raleigh, NC 27610

www.CapitalCitySurgery.com



This facility is a joint venture with physician partners. Your physician may have a financial interest in the facility.



We're Your Safe Alternative To A Hospital When You Need Surgery.

Capital City Surgery Center is a multi-specialty surgery center serving central North Carolina. Located on the Wake Medical Center campus, we are easily accessible from the Raleigh Beltline. The facility offers its patients and families a state of the art facility with a professional nursing staff specially trained to meet your needs.

Although we are in close proximity to Wake Medical Center, we are totally independent. Many of our physicians work at our center as well as Wake Medical Center and we also have many private practice surgeons from other local community hospitals.

Thank you for choosing Capital City Surgery Center as your safe alternative when you need surgery. Remember, you may not have a choice about having surgery, but you can choose where to have your procedure. You can put your trust in us.

919-322-4800

23 Sunnybrook Road Suite 100 Raleigh NC 27610

www.CapitalCitySurgery.com

PREPARING FOR SURGERY

Preparing for surgery, whether for an adult or child, can be a very stressful time. The staff at Capital City Surgery Center, are focused on your safety and care.

Once your surgery has been scheduled:

- Please visit our website at: www.CapitalCitySurgery.com
- Click on One Medical Passport
- Create a patient login & password
- Complete your health history

You will be asked to enter your past and present medical and surgical history. You will also enter all medications that you take on a daily basis including over the counter medications and herbal medications. It is especially important to list blood pressure, diabetic, and heart medications. After the information is received at our facility, one of our nurses will contact you with instructions about taking medications prior to your procedure and other important information you may need to know for your surgery.

Depending on your age and medical history, you may need to have a few minor tests prior to your surgery to further assure the safest of outcomes for you. You will receive instructions for any tests from either the health history nurse or your surgeon's office. The results from these tests will automatically be forwarded to your surgeon and our surgery center.

Prior to the day of surgery, if there are any changes in your physical condition, please notify your surgeon's office. The doctor may choose to postpone your surgery.

If you are having any anesthesia or sedation, you must have someone accompany you and stay at the surgery center, drive you home after your surgery, and stay with you overnight.

THE DAY BEFORE SURGERY

A nurse from Capital City Surgery Center will call you with any changes in your arrival time.

Because preparing for surgery is very important, to assure your safety and the best possible experience, we have listed some important rules for you to follow. Ignoring these may cause your surgery to be delayed or cancelled.



If You Are Having Anesthesia/Sedation:

- Do not drink anything after 12:00 midnight the night before surgery (this includes: chewing gum, lozenges, hard candy and chewing tobacco).
- You may have clear liquids up to 2 hours prior to your arrival time
- Do not bring valuables with you on the day of surgery (this includes: purses, money, jewelry, etc.).
- If possible, make arrangements for child care which will allow you to concentrate on recovering.
- If receiving anesthesia or valium you must have a responsible adult to drive you home.
- You will be asked to arrive **at least** 1 1/2 hours prior to the time of your surgery; however, this may be up to 2 hours, depending on the type of anesthesia you are receiving.
- If you are diabetic, you will be given instructions as to the dose and time to take your medication prior to arriving at the center.
- If you routinely take a medication that thins the blood, you must speak with your surgeon about when to stop this drug and if you may need any blood tests before surgery (i.e.: aspirin, Coumadin, Plavix, Naprosyn, Motrin).
- If you are delayed in arriving or unable to keep your appointment please call the surgery center as soon as possible at 919-322-4800.

THE DAY OF SURGERY

On the day of surgery, we ask that you:

- Bring a list of all current medications (including vitamins & herbals) the dosage and frequency.
- Wear loose, comfortable clothing and simple shoes to make getting dressed after your surgery easy. Do not wear jewelry.
- Bring your insurance cards and driver's license for the admitting process.
- There is a snack area with a vending machine and coffee or tea available to those waiting for patients.
- **Escorts are asked to remain in the building while the patient is in surgery. If an emergency occurs and you must step out, please tell the receptionist.**

You will be asked to remove dentures and contacts when getting ready for surgery, so please bring your cases with you.

Your anesthesiologist, surgeon, and operating room nurse will visit you in pre-op. They will re-verify information and answer any questions you may have. You will be in pre-op for about an hour. After your surgery, you will be taken directly to the recovery room where you will again be monitored by nurses.

The Recovery Room

You will be limited to one visitor, per adult and two visitors for children.

Your escort will be allowed in the Recovery Room with you when it is appropriate. For the privacy of you and other patients, limited visitors are allowed in the recovery area. You will be offered crackers and a light beverage. The length of time you will be in the Recovery Room is dependent on the type of procedure and anesthesia you had, your pain level, and your ability to tolerate fluids.

Once you are awake and alert, the nurse will review with you and your care-giver the instructions written by your physician which you are to follow at home. You will be given a copy of your discharge instructions to take home with you.

Please note: Everyone reacts to surgery differently. In some cases, the patient may need to be admitted to the hospital following the surgery for specific medical reasons. If the need arises, be assured that this decision will be made in conjunction with anesthesia personnel and your surgeon. You would be admitted to Wake Medical Center, most likely.

When You Go Home

Please follow these instructions when you get home if you have had anesthesia/sedation:

- **You must have your care-giver stay with you for the first 24 hours. You may be drowsy or dizzy.**
- Rest and relax. You have just had surgery. Follow your doctors' recommendations for resuming your normal activities.
- Eat a light meal when you get hungry. Eating too much, or heavy foods, may cause you to become nauseated.
- Remember to follow your doctors' instructions on resuming any previous medications you had been on, as well as taking any pain medication prescribed for you.
- Do NOT drive, drink alcoholic beverages or operate heavy machinery or power tools for at least 24 hours after your surgery.
- If you feel you are experiencing any problems after your discharge, call your doctor's office immediately. If your doctor is not available call the Emergency Room at your local hospital or 9-1-1 if it is an extreme emergency.

After your surgery, you will receive a phone call from a member of our nursing staff to check on your progress.



If Your Child Is Having Surgery

Capital City Surgery Center is a child friendly facility. Our surgeons perform several different types of children's surgeries each year. Our nursing staff has had many years of experience in caring for children and understand the impact surgery has on them.

To make their day, and yours, a little less stressful, we recommend the following:

- If possible, arrangements should be made for the care of siblings. The child having surgery will need your full attention.
- Encourage your child to bring a favorite toy or blanket.
- If your child uses diapers, a pacifier, a bottle, or a "sippy" cup, please bring them along.
- Parent/legally designated care-giver will be asked to wear an identifying bracelet with the same information contained on the child's bracelet. You may remove these once you are discharged from the facility.
- Parent/legally designated care-giver shall remain in the pre-op area with the child until the time of surgery.
- Parent/legally designated care-giver shall not leave the facility while child is having surgery.
- Parent/legally designated care-giver may be with the child during the recovery process as soon as Anesthesia/PACU nurse determines it is appropriate.
- Your child should have no solid food after midnight prior to the day of their surgery
- Your child may have clear liquids up to 2 hours before their scheduled arrival time to CCSC (water, pedialyte, and apple juice).
- If you are breast feeding, your child may have breast milk up to 4 hours prior to their scheduled arrival time. Formula may be given up to 6 hours of their scheduled arrival time to CCSC