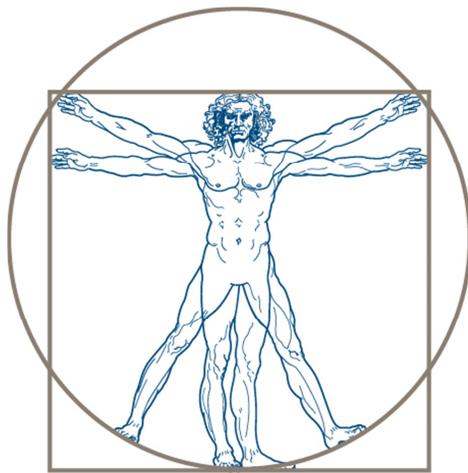


THE PAIN TREATMENT CENTER, INC.

d/b/a

STONE ROAD SURGERY CENTER



PATIENT INFORMATION GUIDE

280 Pasadena Drive

Lexington, Kentucky 40503

(859) 278-1316

Visit us on the Web at

www.pain-ptc.com

Dear Patients and Families:

The Center takes pride in its ability to help those difficult cases in which conservative therapy has ultimately failed. In these special cases, The Center's staff believes they can bring some relief to those individuals who have been told there is no hope.

This booklet is being provided to answer the most commonly asked questions by our patients. We sincerely hope that it will be helpful, but feel free to ask for further assistance from your healthcare providers, The Center's Chief Operations Officer, or other staff when necessary.

ABOUT THE PAIN TREATMENT CENTER

Dr. Ballard Wright* founded The Pain Treatment Center in 1991. The Center is the largest freestanding facility in the Mid-South dedicated to the treatment of pain.

The clinical staff consists of a closely coordinated team (pain management specialists, including anesthesiologists, neurologists, physiatrists, physician assistants, physical therapist, behavioral medicine, nurses, radiological technicians and surgical technicians) who work with our affiliated pain management physicians. Our goal through treatment is to provide you pain relief and an improvement in your quality of life.

*In the interest of full disclosure, Dr. Ballard Wright is the owner of both the surgery center and the affiliated physician practice, Ballard Wright, M.D., PSC.

FOR YOUR COMFORT AND CONVENIENCE

Food Service

Vending machines are available in the front lobby to provide a variety of snacks and drinks.

Restrooms

Restrooms are available in the front lobby to the left of the registration office.

Lost and Found

You may check on a lost item by contacting the Switchboard Operator.

Television

Television programming in The Pain Treatment Center's lobby is provided by AccentHealth Television Network. This programming offers useful health news information covering a wide range of healthy lifestyle topics. The topics covered include the following: diet, exercise, disease prevention and useful news on the latest health care research breakthroughs.

Smoking

Smoking is only permitted in the smoking pavilion located at the end of the parking lot.

Our **SMOKE FREE** policy applies to all persons within the facility. This policy has been adopted to comply with fire safety codes and with the Lexington-Fayette Urban County Government's smoking ban. The Medical Staff does provide assistance to those patients who desire to stop smoking. Please discuss your request with your physician. In addition, literature on ways to stop smoking is available in the lobby.

Telephone

A telephone is available in the lobby for local phone calls **only**. You must dial "9" to get an outside line.

Parking

Patients and visitors may park in our parking lot. Please do not leave a vehicle in the parking lot overnight without telling a staff member. **Please do not block access to Handicap Parking or the Handicap Ramp.**

GENERAL INFORMATION CONCERNING APPOINTMENTS

Surgery Center Hours

The Center's operating hours are 7:30 a.m. to 5:00 p.m. Monday through Friday.

Scheduling Appointments

Please schedule your next appointment with the scheduler prior to leaving the facility. By doing so, you will be able to ensure that your appointment date and time is convenient for you.

Occasionally the scheduler may not be available when you leave The Center after an appointment. You should receive an appointment reminder in the mail approximately 7-10 days after your visit. If you do not receive the appointment reminder, please notify the Scheduling Department as soon as possible. Remember, the longer you wait to schedule your appointment the more difficult it will be to get the day of your choice.

Arrival Time

The Center operates on a strict schedule. We expect you to arrive 30 minutes before all procedures.

Patients who fail to be on time for their procedures risk not being seen. In that case, your procedure will be rescheduled.

Patient Instruction Materials

You should receive an instructional sheet from the scheduler at the physician practice when you are given an appointment for a procedure. Also, other patient education materials are available in the front lobby regarding a variety of subjects, which include medications, exercise, emotional disorders and diseases. Many of these materials may be obtained in English or Spanish. If you desire information about a subject or procedure, please ask your physician or a member of The Center's clinical staff.

Patients who fail to be on time for their procedures risk not being seen. In that case, your procedure will be rescheduled.

Registration on the Day of Surgery

❑ On the day of your surgery, be sure to bring:

- Your insurance card and your driver's license or picture ID;
- Your co-pay and deductible required by your insurance (cash, check, or credit card – MasterCard, Visa or Discover).
This will be given to the Registration staff;
- Your Guardianship, Power of Attorney, Health Care Surrogate, or Living Will documents (if applicable to your situation).

❑ A deposit of \$500 is required for self-pay patients. If you are unable to pay this fee, please contact our Billing Dept at (859) 278-1316, ext.284, Monday through Friday, 8:00a - 4:30p prior to date of service for arrangements. Patients may still receive a bill for any additional amount due. Payment at time of service is only an estimated amount due.

Cancellation of Appointments

If you realize you will be unable to keep your scheduled appointment, please contact the Scheduling Department to cancel and reschedule your appointment as soon as possible. When you call, please inform the scheduler of the **reason** for the cancellation and a brief message providing your name, social security number and date of birth.

Appointment Reminder Phone Calls

All patients who are scheduled for a procedure are called by a nurse seven (7) days prior for appointment confirmation and are given the opportunity to ask questions. In addition, our computer automated system will call you with date, time and location 48 hours in advance of your appointment.

Approval/Denial of Your Procedure

The Center will contact your insurance company regarding the authorization for your procedure. **We will attempt** to obtain authorization up to three (3) working days prior to your procedure appointment. If authorization is not obtained, you will be notified. It is very important The Center has your **correct address and phone number** to be able to contact you regarding these changes.

You may receive a denial letter from your insurance company. Please inform The Center if you receive a denial. It is ultimately the patient's responsibility to make sure that the services rendered will be covered by your insurance. Therefore, The Center urges you to contact your insurance company and discuss the denial with them. You still have the right to have your procedure, even if your insurance company denies it. However, you will then be responsible for the cost of the procedure.

Requests to Accompany Patients During Procedures

Patient confidentiality is respected at The Center. It is the policy of The Center that families and significant others are not allowed to accompany patients. If you have a special need or request, please address this with your nurse. The request must come from the patient.

Pre-Procedure Instructions

Please read the following Pre-procedure Instructions:

- DRIVER REQUIRED:** You will be required to have a responsible adult driver for this procedure. This driver must be present when you check in and he/she will be required to sign a form stating that he/she is responsible for driving you home. If you do not have a driver, your procedure will be cancelled.

- BLOODTHINNERS:** Please tell us in advance if you are taking **COUMADIN/WARFARIN, LOVENOX/HEPARIN, PLAVIX, PLETAL, TRICLID** or **ASPIRIN**. Patients who are taking these medications are at special risk for severe bleeding during their procedures. Normally, your pain management doctor will stop these medications seven (7) days prior to any procedure. However, you must always talk with your prescribing doctor before stopping these drugs. **NEVER STOP ANY OF THESE WITHOUT TALKING WITH THE PRESCRIBING DOCTOR.**

- Unless otherwise instructed, you may eat a light breakfast and/or lunch (cereal, toast, fruit). You may drink clear liquids (water, tea, coffee, apple, or cranberry juice).

- Take all of your usual morning medications with the exception of any blood thinners/aspirin.
- DIABETICS:** Take your regular diabetic medications the morning of your procedure. Eat a light breakfast and/or lunch before coming for your procedure. **BRING A SNACK AND YOUR INSULIN.**
- Bring a list of your medications (including all over the counter and nutritional supplements). Include the doses and the instructions. If you choose to bring your actual medications, keep them in your possession at all times. The Center is not responsible for lost or stolen medication.
- Please notify us if you are pregnant or suspect you may become pregnant.
- Notify your physician within five days of your procedure date of any changes in your physical condition, such as a cold or sore throat. Also, if you have developed a fever, any signs of infection, any flu-like symptoms, or are placed on antibiotics.
- To ensure cleanliness and reduce the risk of infection, please bathe/shower with anti-bacterial soap the night before and morning of your procedure.
- Wear comfortable clothing and flat shoes.

If you do not follow the above instructions then your procedure may have to be cancelled. Please call (859) 278-1316 ext252 with any questions concerning these instructions or your scheduled procedure.

Valuables

Please **do not** wear jewelry or bring valuables to The Center. We are not responsible for lost or stolen items.

After Hour Emergencies

Please refer to your discharge instructions for specific problems/complications that could arise. If you suspect a problem that is not an emergency, please call during office hours as soon as possible so that your problem can be taken care of early in the day. If a medical emergency arises after hours, call 911.

Procedure Follow-up Calls

A discharge instruction sheet will be discussed with you prior to the procedure and a copy given to you upon discharge from the recovery room. The instruction sheet has a list of potential problems that can occur as a result of the procedure. You and your caregiver should be aware of these problems and contact The Center's nurse within 24 hours to ask any questions. The recovery room nurse will contact you the next working day after your procedure is performed. It is very important the nurse speaks with you, the patient, to assess your progress. Please make sure the nurse has a phone number where you can be contacted for this follow-up call.

Questions for Your Physician

Your involvement in your care is very important to us. You should prepare a list of questions for your physician prior to your procedure.

Correct Addresses and Phone Numbers

Because it is very important that we be able to contact you for various reasons, we must be informed of any changes in your address or telephone number as soon as possible.

Change of Primary Care Physician

It is our policy to maintain correspondence with your primary care physician. Please inform our office if you change your primary care physician, so that we can maintain continuity of care.

IMPORTANT PATIENT POLICIES AND FORMS

You will be provided forms during your first visit, which require your signature and understanding. The forms include the following.

- **Notice of Privacy Practices**
This notice describes how medical information about you may be used and disclosed. It also describes how you may have access to this information.
- **Acknowledgement/Consent Form**
This form requires your initials to indicate that you were provided the Notice of Privacy Practices. Your initials also indicate that you consent to treatment, to use and disclosure of protected health information, to exposure of blood testing, and the assignment of insurance benefits and payment for services rendered.
- **Advanced Directives**
On this form you acknowledge whether or not you have Advanced Directives. If you are interested in having information regarding Advanced Directives, it will be provided for you upon request. It is the policy The Center that Advance Directives will not be honored.

You are responsible for understanding the information when you sign your name or initials to these forms.

SPECIAL RESOURCES

Additional services (i.e. physical therapy, behavioral medicine, home health, etc.) are available through your physician or referring physician.

Spiritual Counselors

Should you have a need, your spiritual advisor is welcomed at The Center.

Translation Services

If there is a need for an interpreter of a specific language, we need to know the request prior to the patient's visit so that arrangements can be made for services.

Billing Questions

All co-pays are due at time of service. You may be charged a fee for missing an appointment without notifying The Center.

The staff of the Billing Department understands that patients may have difficulty interpreting billing statements. The Staff is available to assist patients with billing problems and questions as needed. Please notify Registration or Nursing of your need, so arrangements can be made for you to talk with a member of our Billing Department.

Medical Records

You have the right to obtain a copy of your medical records. You must sign an **Authorization for Release of Records**. A copy of your medical records will be available within 30 days to be

picked up or mailed. A patient is allowed to have one free copy of his/her medical records, or he/she can authorize that a free copy be provided to another recipient (i.e. attorney). There will be a fee for any duplicate copies requested.

Patient Satisfaction Survey

At registration, the scheduler will give you a Patient Satisfaction Survey to complete. This is your opportunity to communicate your concerns about all aspects of care. A suggestion and comment box is also available in the lobby for patients and families.

Grievance Process (complaints)

If a patient, family member or visitor to our facility has an issue with service, that individual may contact our Operations Department or our Human Resources Department. Your complaint will be documented and then given to the appropriate supervisor or administrator to investigate the issue. You should receive a response from the department about the findings and the outcome of your problem. Patients may also contact the Joint Commission regarding any comments or concerns about The Center. The Joint Commission may be contacted by website at www.jointcommission.org or by phone at 800-994-6610 (customer service) or 630-792-5800 (complaints).

PATIENT'S RIGHTS

You have the right to:

- Receive treatment without discrimination as to race, color, religion, gender, national origin, disability, or source of payment.
- Receive considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment
- Be informed of your rights as a patient in advance of or when discontinuing care.
- Appropriate assessment and management of pain.

As a patient at this facility, you can expect:

- Information about pain and pain relief measures including benefits, risks and explanation of all charges.
- A concerned staff committed to pain prevention and management.
- Health professionals who respond to reports of pain and provide clear answers to your questions.
- Your reports of pain will be believed by caring and concerned staff.
- Dedicated pain relief specialists.
- To know the name of the physician who has primary responsibility for coordinating your care, and the names and professional relationships of other physicians and healthcare providers who will see you.
- To receive as much information about any proposed treatment or procedure as you may need, in order to actively participate in decision making and give informed consent or refuse the course of treatment. You may also include family in this decision making process as necessary. This information shall include a description of the procedure or treatment, the medically significant risk involved in the treatment, alternative course of

treatment or non-treatment and the risk involved in each, and to know the name of the person who will carry out the procedure or treatment.

- To have an Advance Medical Directive, a Living Will, or Durable Power of Attorney. The Pain Treatment Center reserves the right, however, not to honor Do Not Resuscitate orders.
- Every consideration of privacy.
- Confidentiality for all communications and records pertaining to treatment, except as otherwise agreed to by patient and allowed under HIPAA.
- To review records pertaining to personal medical care within a reasonable time frame, usually within 3 business days of the request.
- A reasonable response to a request for appropriate and medically indicated treatment. This may require transfer to another medical facility.
- To be informed about business relationships amongst the facility, doctors, and others that may influence your treatment and care.
- To consent or decline to participate in the Center's research studies.
- Reasonable continuity of care.
- To be informed of facility policies and practices, such as how to resolve billing concerns.
- To be advised of the facility's grievance process, should you wish to communicate a concern regarding the quality of care you receive. Notification of the grievance process includes: who to contact to file a grievance and that he/she will be provided with a notice of the grievance determination that contains the name of the facility's contact person, the steps taken on his/her behalf to investigate the grievance, the result of the grievance and the grievance completion date.
- That all facility personnel and medical staff members performing patient care activities shall observe these patient's rights.
- To understand and use these rights. If there is a problem with understanding these rights and you need help, the facility staff will try to provide assistance, including finding an interpreter, if necessary.

PATIENT'S RESPONSIBILITIES

Provision of Information

You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to your health. You have the responsibility to report unexpected changes in your conditions to the responsible practitioner or clinical staff member. You are responsible for making it known whether you clearly understand the course of action and what is expected of him/her.

Compliance with Instructions

You are responsible for following the instructions and treatment plan recommended by the practitioner responsible for your care. You are responsible for keeping appointments, and when you are unable to do so for any reason, you are responsible for notifying The Center.

As a patient at this facility, we expect that you will:

- Ask your physician or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your physicians and nurses.
- Work with your physician and nurse to develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help your physician and nurse assess your pain.
- Tell your physician or nurse if your pain is not relieved.
- Tell your physician or nurse about any concerns you have about taking pain medication.

Refusal of Treatment

You are responsible for accepting the medical consequences, if you refuse treatment or do not follow the practitioner's instructions.

Center Charges

You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.

Center Rules and Regulations

You are responsible for following the Center's rules and regulations affecting patient care and conduct.

Respect and Consideration

You are responsible for being considerate of the rights of other patients and Center personnel, and for assisting in the control of noise, smoking, and the number of visitors. You are responsible for being respectful of the property of other persons and of the Center.

MISSION

The mission of The Pain Treatment Center (“the Center”) is to provide a quality, cost-effective, multidisciplinary approach in treating the pain patient in order to improve the patient’s quality of life.

The Pain Treatment Center is Accredited By:



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