



Please call the day before your surgery after 12:00 for your time. Call Friday for a Monday case. 715-843-1019

Dear Surgical Guest,

Welcome to Pine Ridge Surgery Center and Thank You for choosing us. Please read the following for important information regarding your surgical procedure.

- Your surgeon's office will contact the registration personnel at Pine Ridge Surgery Center providing them your demographic and insurance information.

Pine Ridge Surgery Center will verify your benefits with your insurance company. If it appears you have a copay or deductible, you will be contacted by one of our staff members to discuss payment. If payment is requested, you may bring your payment on the day of service or pay on our website www.pineridgesurgery.com by using the "PAY YOUR BILL ONLINE" button.

- A nurse from the Surgery Center will call you regarding your procedure. The nurse will ask you questions about your medications, dosages, medical and surgical history. Based on your medications and history; diagnostic lab tests, x-rays and EKGs may need to be completed prior to your surgery. These are not routinely performed on all surgical patients. You will be instructed by the surgeon's office of when and where you need to go to complete identified tests.
- You will be going home the same day. It will be **required** that someone else drive you home. You **must** have a responsible adult to escort you home. **If, on the day of surgery you do not have a driver with you, we will call to verify with the identified person that they will be driving you home.** If you receive sedation or anesthesia, you will not be able to drive for the remainder of the day. You must also have someone stay with you until the following day.
- Call your surgeon's office if you develop a cold, sore throat, fever or any other illness that occurs within 48 hours of your surgery.
- Advanced Directives are not active during your surgical visit. If you have questions regarding Advance Directives, please discuss them with your physician. Advanced directive paperwork is available for patients who would like this information.

FASTING BEFORE SURGERY:

- **FOOD/WATER:** Fasting instructions will be provided by a nurse from the Surgery Center.
- Your prescription medications will be reviewed during the interview and those indicated may be taken with sips of water on the day of surgery.
- If you are a diabetic, you will be instructed by your physician or the nurse obtaining your history on when to take your medications.
- PLEASE no gum, breath mints or chewing tobacco after midnight.
- Brush your teeth, rinse and spit without swallowing the water.

2500 Pine Ridge Boulevard | Wausau, WI 54401 | 715.843.1019



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WHAT TO BRING:

- Bring your **insurance card, a photo identification and any payment that you have been informed is due. We accept checks and debit or credit cards.**
- Please do NOT apply makeup, deodorant, creams or lotions.
- PLEASE take a shower the morning of surgery with antibacterial soap (e.g. Dial brand)
- Bring a case for contacts, glasses and dentures, if applicable.
- Leave ALL jewelry and valuables at home as the Surgery Center will not be responsible for valuables.
- Wear loose fitting comfortable clothes.
- Bring any medical equipment that you received prior to surgery (crutches, boots)

Directions to the Pine Ridge Surgery Center

From the North via I-39 South/US-51 South:

- Take I-39 South/US-51 South towards Wausau
- Take Bridge Street exit 193
- Take a right at the lights off of ramp
- Go straight through next set of lights
- At stop sign at the bottom of the hill, make right turn
- Turn right into driveway for Surgical Associates; Pine Ridge Surgery Center is located on the left side

From the South via I-39 North/US-51 North:

- Take I-39 North/US-51 North towards Wausau
- Take Bridge Street exit 193
- Take a left at the lights off of ramp
- Go straight through next two sets of lights
- At stop sign at the bottom of the hill, make right turn
- Turn right into driveway for Surgical Associates; Pine Ridge Surgery Center is located on the left side

From WI-29 West via I-39 South/US-51 South:

- Take exit 164 toward WI-52/Merrill/IS-51 North
- Take Bridge Street exit 193
- Take a left at the lights off of ramp
- Go straight through next two sets of lights
- At stop sign at the bottom of the hill, make a right turn
- Turn right into driveway for Surgical Associates; Pine Ridge Surgery Center is located on the left side

From WI-29 East via I-39 North/US-51 North:

- Merge on I-39 North/US-51 North
- Take Bridge Street exit 193
- Take a left at lights off of ramp
- Go straight through next two sets of lights
- At stop sign on bottom of hill, make a right turn
- Turn right into driveway for Surgical Associates; Pine Ridge Surgery Center is located on the left side



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Mission:

- A hospital/surgeon partnership committed to delivering superior patient care and efficient outpatient surgical services which are performed by specially-trained, highly skilled professionals.

Vision:

- An organization which is committed to creating a center of excellence by exceeding the clinical quality, customer service and cost performance expectations of our patients.

Values:

- Every decision is guided first and foremost by its effect on patient safety and providing the very best patient care possible.
- We treat each patient and their family with understanding, empathy and compassion.
- We strive for excellence in all we do.
- We conduct our business fairly, ethically and efficiently.
- We work together in a spirit of teamwork and mutual respect.

Pine Ridge Surgery Center does not discriminate on the basis of race, color, national origin, age, or disability; in admission of, access to, treatment, or employment in, its programs and activities.



Pre-Admission Instructions for Surgical Patients

Receiving Anesthesia

- **Do not eat or drink anything**, including water, hard candy, chewing gum, breath mints or chewing tobacco **after midnight** the night before your surgery, unless otherwise directed.
- **It is okay to shower and brush your teeth** the morning of your surgery. When showering, please shower with antibacterial soap.
- **Wear loose, comfortable clothing.** Eliminated shoulder part!
- **Leave all your valuables at home** – including wallet, money, jewelry, and laptops. We cannot be responsible for their safety.
- **Please remove all metal piercings and jewelry.**
- **Bring a case for your contacts, glasses and dentures.**
- **Bring your post op pain medication with you**, if possible.
- **Bring inhalers** with you if you have asthma or emphysema.
- **Bring your CPAP or mouth piece** if you use one at home for sleep apnea.
- **If you take insulin**, bring your insulin and syringes with you, but check with your physician regarding any further instructions.
- **Do not wear any lotion or makeup** on your face or body the day of your surgery.
- If you have a **latex allergy** or if you think you **may be pregnant**, please call the surgery center as soon as possible at 715-843-1019.
- **Do not take any medications containing aspirin, vitamin E, fish oils, omega fatty acids, herbs, or weight loss products** for at least seven (7) days prior to the procedure. If you have taken any of these, please inform your surgeon as soon as possible.
- **If you take blood thinning medications for your heart**, like Aspirin, Coumadin or Plavix, contact your cardiologist or primary care physician for guidance regarding when you should stop and restart your medication.



- **Bring a photo ID** (minors do not need ID, but primary insured party does need to bring theirs), **your insurance card** (if appropriate), and your **form of payment** (if required).
- **Bring your folder** if your surgeon gave you one in the office.
- **A responsible adult** must accompany you to the surgery center and be available to both drive you home **and** stay with you through the night. Parents of children absolutely cannot leave while their child (minor) is at the facility - they must remain in the waiting area.
- **You may not take a taxi, bus or any form of public transportation** home.
- **Pine Ridge Surgery Center does not provide crutches.** If you are having leg, knee, ankle or foot surgery, your surgeon may require crutches. If so, please arrange to have them prior to your surgery and bring them with you so we may ensure proper fit and use.
- **If your surgeon pre-arranged for any durable medical equipment** - such as an ice machine, brace, boot or sling – bring these with you.
- Call your surgeon's office **if you develop a cold, sore throat, fever or any other illnesses** that occur within a few days of your surgery.
- Feel free to bring reading material or your own digital music and headphones.
- **If you have any questions regarding your procedure, please contact your surgeon's office or the Pine Ridge Surgery Center at 715-843-1019.**



Pre-Admission Instructions for Surgical Patients Receiving NO Anesthesia

All the above guidelines remain the same, except for the following changes:

- **It is okay to eat and drink the day of your surgery.** Please do not have a heavy meal just prior to arrival.
- **You may not drive yourself home after the procedure.** A responsible adult must accompany you to the surgery center.
- **You may not take a taxi, bus or any form of public transportation home.**

Pre-Admission Instructions for GI Patients

- **If you ARE having conscious sedation,** do not eat anything 6 hours prior to your arrival time, or drink anything (including water) 3 hours prior to your arrival time.
- **If you ARE having conscious sedation, a responsible adult must accompany** you to the surgery center and be available to both drive you home and stay with you the rest of the day. **You may not take a taxi, bus or any form of public transportation home.**
- **If you are NOT having conscious sedation,** there are no eating or drinking restrictions. **You may not drive, take a taxi, bus or any form of public transportation home.**
- If you have a **latex allergy** or if you think you **may be pregnant,** please call the surgery center as soon as possible at 715-843-1019.
- **Do not take Metformin (Glucophage)** the day before, the day of, or the day after your procedure.
- **Do not take aspirin, vitamin E, Fish Oil or Omega Fatty Acids for 7 days** prior to your procedure. If you have taken any of these, please inform your physician as soon as possible



- **Do not take NSAIDS** (non-steroidal anti-inflammatory drugs) like Ibuprofen or Aleve **for 3 days** prior to your procedure. If you have taken any of these, please inform your physician as soon as possible.
- **If you take blood thinning medications for your heart**, like Aspirin, Coumadin or Plavix, contact your physician or cardiologist for guidance regarding how long you should stop your medication prior to your procedure.
- **Continue taking all your prescription medications**, even the morning of your procedure, unless otherwise directed. If you are still not sure what to do about any medications, refer to your packet or call the physician's office.
- **Bring a photo ID** (minors do not need ID, but primary insured party does need to bring theirs), **your insurance card** (if appropriate), and your **form of payment** (if required).
- **If you have any questions regarding your procedure, please contact your physician's office or the Pine Ridge Surgery Center at 715-843-1019.**



Instructions for AFTER YOUR SURGERY

After your surgery/procedure you will receive care in the “Post Anesthesia Care Unit” where the nurses will watch you closely. When appropriate, we will allow your family member to be with you in the recovery period. In most cases, depending on your procedure, you will be ready to leave the Center in 30 minutes to 2 hours following completion of your surgery.

Before you are discharged, your nurse will review your home care instructions with you and your family. A copy of these instructions will be sent home with you.

Have someone stay with you for the first 24 hours after surgery.

Take it easy until your physician says you can return to your normal routine.

It is natural to experience some discomfort in the area of the operation.

You may also experience some drowsiness or dizziness depending on the type of anesthesia you receive or *on the amount of pain medication you are taking at home.*

Do not drive, operate heavy machinery or power tools, cook, drink alcoholic beverages, smoke, make legal decisions, or take any medications not prescribed by your physician for at least 24 hours after your surgery.

The day after surgery (or the following Monday if your procedure was on a Friday), a member of the Surgery Center staff will call to see how you are feeling.

Contact your physician if you feel you are having problems after surgery.

If you cannot contact your doctor but feel your concerns warrant a doctor’s attention, call or go to the emergency room closest to you.



Frequently Asked Questions

General Questions

Where can I find directions to Pine Ridge Surgery Center?

Follow this link to our [Maps and Directions page](#) to obtain driving directions and parking information.

What are the hours of operation for Pine Ridge Surgery Center?

Our clinical hours of operation are 6:30 am to 5 pm. Business hours are 7am to 5 pm.

Does Pine Ridge Surgery Center have a parking lot?

Yes, we provide free parking to our visitors. The parking lot is located directly southeast of the building.

Do you have a cafeteria at Pine Ridge Surgery Center?

We do **not** have a cafeteria at our facility. There is a coffee machine in the waiting area for families. Small snacks are also available for family members.

What does NPO mean?

NPO stands for "nothing by mouth". This includes water, gum (gum increases natural saliva production), and hard candy, chewing tobacco, food and drink.

What should I wear the day of my procedure?

You will be provided a surgical gown during your procedure. Please wear loose, simple, comfortable clothing and comfortable walking shoes. Leave all jewelry at home. Please keep in mind what procedure is being performed and bring clothes that are appropriate for your return home. For example, loose button-up shirts are best for upper extremity/body surgeries. For lower extremity surgeries, loose shorts or pants are recommended. Wear something that will easily accommodate a bandage, cast or other type of dressing at your surgical site. Please remember to leave all valuables at home with the exception of form of payment for deductible or copay.



Why do I have to arrive so early before my surgery?

There are many things we need to do to prepare for your surgery. A registered nurse or nurses will take your vital signs, wash and remove hair from your surgical area, review your medical history and medications, and start your IV. We will take the time you need to discuss your surgery, answer any questions you may have and review instructions for return home. You will also visit with your surgeon and anesthesiologist prior to your surgery.

Will I have my surgery at the time I am scheduled?

Your scheduled surgery time is an estimated time. Surgeries may take a shorter or longer amount of time than planned; therefore, we cannot give an exact scheduled time. We will make every effort to meet your expected surgery time and will keep you and your family informed of any delays.

Pre-Procedure

Why can't I have anything to eat or drink before surgery?

There are several reasons for this rule. First, if there are contents remaining in your stomach, you are more likely to get nauseated and possibly vomit after surgery. Second, during sedation or anesthesia, when anything is present in your stomach, including water, excess saliva, food or drink, these contents can be regurgitated and inhaled into the lungs. This may cause complications, including severe pneumonia.

Why should I fill prescriptions that my physician has given me before I have my surgery?

After your procedure, you may be tired and groggy and may not be up to a trip to the pharmacy. Filling your prescriptions beforehand (if provided by your physician) will be easier on you and you will have pain medications on hand when you need them. Please bring them with you when you have surgery.

Do I need crutches?

If you are having surgery on your lower extremities, ask your physician if you will need crutches. If possible, please bring the crutches with you.



What should I wear/bring?

Bring any paperwork you were given at the doctor's office. Bring a photo ID, your insurance card and a form of payment if you have been notified of a co-pay, deductible and/or co-insurance amount due on the day of your procedure. Bring a case for your glasses, contacts and dentures. Bring reading glasses, if needed. Bring your inhaler, CPAP, and insulin if requested by your physician or Pine Ridge Surgery Center's representative. Bring crutches, ice machines, support garments or any other item(s) your physician requested bringing on the day of surgery. All jewelry and piercings need to be removed. It is best to leave all valuables at home or with your family.

Will my family be able to stay with me while I am being prepared for my surgery?

Yes, you may have a friend or family member with you during the preparation for surgery. We prefer that you limit visitors to one friend or family member. If possible, make arrangements for someone to care for your children the day of the surgery. We do our best to provide a calm, quiet area for our patients while they recover.

Post-Procedure

Will I be able to see my family after my surgery?

For a period of time you will be in the recovery room. One friend or family member may join you in the post-operative recovery room depending on your nursing needs.

How will I feel after my procedure?

This varies greatly amongst patients. Your recovery room nurse, anesthesiologist and surgeon will tend to your individual needs collaboratively and make sure that you are comfortable and cared for.

What can I do to minimize pain after surgery?

If you are having a surgical procedure, it is normal to experience pain afterwards. If you have been given a prescription for pain medications, fill it as soon as possible, preferably before surgery and bring them with you to the surgery center. Stay on top of your pain by taking the pain medication when you first become aware of pain sensations. Remember to always eat before taking pain medications to avoid nausea.



Detailed discharge instructions regarding pain management and post-operative instructions will be provided based on your specific surgery.

When will I be allowed to go home?

Everyone reacts differently to surgery and anesthesia, therefore, recovery time depends upon the individual. When you are awake, doing well and feel ready to go home, your nurse will review your post-operative instructions with your responsible party, then allow you to go home. If you receive anesthesia or sedation, you will need to have a responsible adult with you for the first 24 hours to help you with your care. **Your safety is our primary concern.**

Why are cuts and abrasions around my surgical site important?

If there is a break in the skin around your surgical site, the chance of infection is increased. If you notice any break in the skin anywhere close to the surgical site, please notify your surgeon immediately.

Do I need someone to drive me home and stay with me after my procedure?

Yes, you will need to have a responsible adult take you home after any procedure requiring sedation or anesthesia. This is for your safety. You will need someone available to assist you at home. Patients cannot drive for 24 hours after being sedated or receiving anesthesia.

When can I resume my usual activities? Go back to work? Drive a car?

With regard to driving a car, going back to work or resuming exercises, etc., ask your surgeon, who will explain any limitation(s) you may have.

What danger signs should I watch for when I go home?

Notify your physician immediately if you experience any excessive bleeding, signs of infection (redness, swelling, heat, increased pain, red streaks, drainage from the wound, fever of 100.6 degrees or higher), difficulty breathing, excessive pain, excessive nausea and vomiting, inability to urinate, if you feel short of breath or if you have any new pain



in either calf area. For any other concerns or problems, contact your physician or the Pine Ridge Surgery Center at 715-843-1019. **In case of an emergency, call 911.**

Contacting Pine Ridge Surgery Center

Who do I contact for questions regarding payment or insurance coverage for an upcoming procedure?

Please contact the Pine Ridge Surgery Center Business Office at 715-843-1019.

Who do I contact for questions regarding my bill?

Please contact Specialty Billing Solutions at 877-852-7552 (toll free). Please identify Pine Ridge Surgery Center as your surgical facility to ensure you are connected to the correct representative.

Who do I contact for questions regarding preoperative clinical questions?

Please call 715-843-1019 and ask to speak to a nurse. If it goes to voice mail, please leave a message as we check for voice mail frequently throughout the day.

Who do I contact for questions regarding lab or pathology results?

Please contact your physician's office as they receive these results and can pass them on to you.

Who do I contact for questions regarding medical records?

Please contact the Pine Ridge Surgery Center Front Desk staff at 715-843-1019. A release authorization will be required.

Who do I contact if I have a concern or complaint?

Please call the Pine Ridge Surgery Center at 715-843-1019 and ask to speak to the manager.

Pine Ridge Surgery Center

HIPAA Notice of Privacy Practices

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

The Health Insurance Portability & Accountability Act of 1996 (HIPAA) is a federal law governing the privacy of individually identifiable health information. We are required by HIPAA to notify you of the availability of our Notice of Privacy Practices. This notice describes our privacy practices, legal duties and your rights concerning your Protected Health Information (PHI) and includes provisions outlined in the 2013 HIPAA Final Omnibus Rule.

Your Protected Health Information

We may collect, use and share your PHI for the following reasons:

For payment: We use and share PHI to manage your account or benefits and to obtain reimbursement for the health care services we provide.

For health care operations: We use and share PHI for our health care operations. For example, we may use PHI to review the quality of care and services you receive.

For treatment activities: We use and share PHI to ensure you receive the treatment you need.

To you: We must give you access to your own PHI. We may send you reminders about required follow-up care.

To others: You may tell us in writing that it is okay for us to give your PHI to someone else for any reason. Also, if you are present and tell us it is okay, we may give your PHI to a family member, friend or other person. We would do this if it has to do with your current treatment or payment for your treatment. If you are not present, if it is an emergency, or you are not able to tell us it is okay, we may give your PHI to a family member, friend or

other person if sharing your PHI is in your best interest.

As allowed or required by law: We may also share your PHI, as allowed by federal law, for many types of activities. PHI can be shared for health oversight activities. It can also be shared for judicial or administrative proceedings, with public health authorities, for law enforcement reasons, and with coroners, funeral directors or medical examiners (about decedents). PHI can also be shared with organ donation groups for certain reasons, for research, and to avoid a serious threat to health or safety. It can be shared for special government functions, for Workers' Compensation, to respond to requests from the U.S. Department of Health and Human Services, and to alert proper authorities if we reasonably believe you may be a victim of abuse, neglect, domestic violence or other crimes. PHI can also be used to report certain information to the U.S. Food & Drug Administration about medical devices that break or malfunction.

Authorization: We will obtain permission from you in writing before we use or share your PHI for any other purpose not stated in this notice. You may withdraw your authorization, in writing, at any time. We will then stop using your PHI for that purpose. If we have already used or shared your PHI based on your authorization, we cannot undo any actions we took before you told us to stop.

How We Protect Information

We are dedicated to protecting your PHI and have set up a number of policies and practices to make sure your PHI is kept secure.

We keep your oral, written and electronic PHI safe using physical, electronic and procedural means. These safeguards follow federal and state laws. Some of the ways we keep your PHI safe include securing offices that hold PHI, password-protecting computers, and locking storage areas and filing cabinets. We require our employees to protect PHI through written policies and procedures. These policies limit access to PHI to only those employees who need the data to perform their job. Employees are also required to wear ID badges to help keep people who do not belong out of areas where sensitive data is kept.

Your Rights: You may:

- Receive a copy of this Notice of Privacy Practices
- Request limits on disclosure of your PHI
- Receive access to view some or all of your medical record
- Receive a paper or electronic copy of your medical record within 30 days of your documented request
- Request an amendment to your PHI
- Expect your record to be amended within 60 days of your request
- Restrict disclosure of PHI to a health plan when you pay in full at the time of service
- Receive a record of how we have used and/or shared your health information
- Receive information on how to file a complaint if you feel your privacy has been violated
- Opt out of fundraising efforts (when applicable)

We will:

- Not sell your PHI
- Notify you in the event of a breach of your PHI

Contact for further information concerning our privacy practices: You may contact the Privacy Officer at (715) 843-1019.

Complaints: If you think we have not protected your privacy, you can file a complaint with us. You may also file a complaint with the Office for Civil Rights in the U.S. Department of Health & Human Services. We will not take action against you for filing a complaint.



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PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Decision Making

You or your representative has the right to:

- be informed of your rights before patient care is given or discontinued whenever possible
- receive complete and current information regarding your health status in terms you can understand
- participate in care planning treatment and discharge recommendations
- receive an explanation of any proposed procedure or treatment; including risks, serious side effects and treatment alternatives
- make informed decisions regarding care and treatment
- participate in managing your pain effectively
- request a specific treatment
- refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal
- request a second opinion
- have persons of your choice and your physicians promptly notified of hospital admission
- write a Living Will, Medical Power of Attorney, and/or a CPR Directive
- accept, refuse or withdraw from clinical research
- choose or change your healthcare provider
- receive care and/or a referral according to the urgency of your situation
- and when medically stable, you may be transferred to another facility (hospital) after the need has been fully explained
- exercise by the person appointed under State law to act on the patient's behalf, if adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction

Quality of Care

You have the right to:

- respectful treatment, which recognizes and maintains your dignity and values
- care in a safe setting
- identification of all healthcare providers
- know who is primarily responsible for your care
- Pastoral and/or spiritual support
- Interpreters and/or special equipment to assist language needs
- information about continuing healthcare requirements following discharge
- be free from all forms of abuse or harassment
- exercise his or her rights without being subjected to discrimination or reprisal

Confidentiality and Privacy

You have the right to:

- personal privacy
- personal information being shared only with those who are involved in your care
- confidentiality of your medical and billing records

Grievance Process

You and your representative have the right to:

- voice a complaint to your healthcare providers and administrators without a fear of reprisal
- contact the Management Representative at 715.843.1019 to file a formal grievance
- receive a timely response with the results of your complaint (when issued to the Surgery Center directly; unresolved complaints are directed to the Center Director within 3 days and are responded to within 7 days)

Department of Health Services of the Division of Quality Assurance at 800.642.6552

CMS Ombudsman Webpage <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
Select inquiries/complaint (Medicare recipients) CMS 1-800-MEDICARE (1.800.633.4227)

To issue a complaint with the Accreditation Association for Ambulatory Health Care go to <http://www.aaahc.org>



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Access to Medical Records

You have the right to:

- review and get a copy of your Medical Records at any time upon written request

Seclusion and Restraints

You have the right to:

- be free of any sort of restraint unless medically necessary
- be free from seclusion or restraint for behavioral management unless there is a need to protect your physical safety or the safety of others

Billing

You have the right to:

- a complete explanation of your bill

Advance Directives

You need to be aware that Pine Ridge Surgery Center does not honor Advance Directives.

- You are able to provide a copy of your Advance Directives for your chart in the event you are transferred to the hospital.
- Upon request a valid Advance Directive Form approved by the State of Wisconsin will be provided for you.
- Information regarding Advance Directives can be obtained from the Wisconsin Department of Health Services at <http://dhs.wisconsin.gov/forms/AdvDirectives/index.htm>

PATIENT RESPONSIBILITIES

Please know that we support you in meeting your responsibilities during your stay.

Providing Information

You have the responsibility to:

- provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health-related matters
- report perceived risks in your care and unexpected changes in your condition
- understand your treatment plan and ask questions when needed
- provide accurate and updated information for insurance and billing

Involvement

You have the responsibility to:

- actively participate in your treatment by following your recommended treatment plan

Respect and Consideration

You have the responsibility to:

- act in a respectful and considerate manner toward healthcare providers, other patients, and visitors; physical or verbal threats will not be tolerated
- respect the property of others
- be mindful of noise levels

Insurance Billing

You have the responsibility to:

- know the extent of your insurance coverage
- know your insurance requirements such as pre-authorization, deductibles and co-payments
- call the billing office with questions or concerns
- fulfill your financial obligations as promptly as possible
- contact our Business Office at 715.843.1019 if you have any questions or concerns

**Pine Ridge Surgery Center is a joint ownership venture with physicians and Aspirus Wausau Hospital.
Your physician may have a financial interest in the Pine Ridge Surgery Center.**



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This ambulatory surgery center is a joint venture with Aspirus Wausau Hospital.

The following physicians may have a financial interest in this surgery center:

Joseph Barbiarz, MD
Benjamin Battino, MD
James Binder, MD
David Bluestein, MD
Robert Brebrick, MD
D. Jamie Costa, MD
Jennie Larson, MD

Christopher Reising, MD
Laura Sherrill, MD
Cecilia Stoede, MD
Gary Sweet, MD
Joel Tikalsky, DPM
Mark Thomas, DPM
Carl Viviano, MD
Steve Weiland, MD

The Patient Self-Determination Act



2500 Pine Ridge Boulevard
Wausau, WI 54401
Phone Number: 715-843-1019
Website: www.pineridgesurgery.com

The Patient Self-determination Act is a federal law that requires hospitals to “provide written information” to adult inpatients concerning “an individual’s right under state law to make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives.” To help patients make these choices, Wisconsin law provides for advance directives. This brochure outlines what advance directives are and what Wisconsin statutes require.

Advance Directives

Advance directives are papers that state a patient’s choices for treatment. This includes decisions like refusing treatment, being placed on life support, and stopping treatment at a point the patient chooses. It also includes requesting specific life sustaining treatments.

There are several kinds of advance directives. The three that are most common are the living will; durable power of attorney for healthcare and the pre-hospital do not resuscitate order.

The Living Will

A form that states that life sustaining procedures should be withheld or withdrawn. This only goes into effect when the patient can no longer make decisions. Medical procedures which are necessary to provide comfort or pain relief are not considered life-sustaining procedures. For the Living Will to be effective, two physicians must personally examine the patient and determine that the patient has a terminal illness. The physicians must agree that death will occur with or without intervention. The living will must be notarized or signed by two witnesses. These witnesses must be two adults that are not involved with the patient’s care or financially responsible for the patient.

The Durable Power of Attorney for Health Care

A form in which a person gives someone else the right to make decisions about their health care. This person is called an “agent.” An agent cannot be a physician or other health care provider, unless the health care provider is related by blood or marriage to the person signing the document. This document must also be notarized or signed by two witnesses. These witnesses must follow the same criteria as the Living Will.

The Pre-Hospital “Do Not Resuscitate Request”

A form that lets the patient prohibit medical procedures outside the hospital. The form must be signed by a doctor and given to emergency personnel if they are called.

Pine Ridge Surgery Center will not discriminate against those patients who have or have not completed an advance directive.

The Patient Self-Determination Act requires that all adult patients be provided with written information concerning the right to formulate an advance directive. All patients will be questioned as to the existence of an advance directive and provided with information if they so desire.

For all advance directives to be effective, copies must be placed on the chart upon admission. If, for any reason the hospital or the physician cannot carry out the wishes of the advance directive, the patient will be transferred to another physician or hospital that is willing to follow the instructions.

For further information please visit the website at:
www.caringinfo.org/stateadownload or 1-800-658-8898
or
<http://www.dhs.wisconsin.gov/forms/AdvDirectives/index.htm>

Pine Ridge Surgery Center respects your right to participate in decisions regarding your health care. Our policy is that we will use all measures possible to sustain life.



Billing and Payment Policies

The insurance and billing process can be confusing. Each person's plan can vary from one patient to the next with each plan having its own benefits or exclusions.

It is your responsibility to contact your insurance company to verify your participating provider network. You should also be aware of the specific benefits or exclusions that pertain to your plan. The customer service number for your insurance carrier can be found on your ID card.

After we receive your scheduling and insurance information from your physician's office, Pine Ridge Surgery Center will contact your insurance carrier and verify eligibility and medical benefits for services at our ambulatory surgery center. If a co-pay or deductible payment is required you will be contacted by our office. Please insure that if a message is left for you, that you return our call at your earliest convenience. This payment is due on or before the date of service. Failure to resolve payment issues prior to your date of surgery could result in the postponement of your surgery. Our preferred methods of payment are Visa, Mastercard, Discover card, or check.

If Pine Ridge Surgery Center does not participate in your insurance plan, you can still receive services here. However, your insurance company will consider our services as "out of network," and you may be responsible for paying more of the bill.

Preparing for Your Visit

Please bring these items with you to the ambulatory surgery center:

- insurance cards;
- valid driver's license or state identification card;
- payment for your co-pay, deductible, and any services that are not covered by your health insurance plan

Self-Pay

Discounts are applied to self payment plans. Self-pay patients have two options for payment prior to any scheduled service date. Please phone our front desk staff to inquire about these options. Where possible, we will estimate the required payment when you schedule your service. Please contact our business office directly at 715-843-1019 for price estimates.

Physician Bills/Pathology Bills

You will receive separate bills from the physicians (surgeons, anesthesiologists, etc.) involved in your care. If you have tissue removed and sent to Pathology, you will also receive a separate bill from that entity. If you have questions or concerns about those bills, call the physician's office, pathology provider, or the customer service telephone number on your insurance card.

Keeping Records

It's your responsibility to ensure that your health benefit plan meets its obligations to you and pays everything it should. An important step in doing that is to keep every healthcare (and physician) bill you receive. Likewise, keep all the documentation sent by your health insurance plan. In this way, you can compare the payments made by your insurance company against your health benefit plan.

Questions About Your Bill?

If you have questions **prior** to your date of surgery or procedure, please contact the business office at 715-843-1019.

If your questions pertain to a visit which has already taken place, please contact our billing service (PINNACLE III's Specialty Billing Solutions) directly at 877-852-7552.

Please specify your surgery center as Pine Ridge Surgery Center to ensure you are connected to the correct representative.



Information About Your Bill

Thank you for choosing Pine Ridge Surgery Center for your healthcare services. We appreciate the opportunity to serve you.

Our billing services are provided by **PINNACLE III's Specialty Billing Solutions**, a centralized billing office located in Denver, Colorado. They are responsible for filing claims with your insurance carrier as well as collecting any balances attributed to your responsibility by your insurance carrier.

Specialty Billing Solutions employees may contact you regarding your insurance coverage related to Pine Ridge Surgery Center in an effort to get your account paid appropriately. If your insurance provides 100% coverage **and** there are no other balances due, you may not receive a statement or bill.

The bill for any balances due will be sent to you by **Specialty Billing Solutions**. ***Payment of any balance due is expected within 3 months.*** If you are unable to pay your balance in full, please contact **Specialty Billing Solutions** to establish payment arrangements.

If you have questions regarding a bill or statement received, please contact **Specialty Billing Solutions** at the number listed below. They will have the information necessary to answer your questions and will be happy to assist you. Please identify Pine Ridge Surgery Center as your surgical facility to ensure that you are connected to the correct representative.

For billing questions:

Specialty Billing Solutions
PINNACLE III
Boulevard
(877) 852-7552 toll free
7805

Please send payments to:

Pine Ridge Surgery Center
2500 Pine Ridge
Wausau, WI 54401-