

Our Facilities

The Surgery Center of Huntsville is a state-of-the-art facility designed to promote excellence in patient care and outpatient surgery. We specialize in procedures that do not require patients to stay overnight in a hospital. We have the following facilities to help your physician perform a procedure or treat your condition:

WAITING ROOM

Our main reception area and waiting room is spacious and bright for the families of patients for general surgical procedures. This is also where you check in prior to your surgery. Our Pain Management Center and Breast Center have their own waiting room so that your family and friends can be near you at all times.

PRE-OP

This is the beginning of our team procedure, where your medical history is reviewed, instructions about your procedure are given, the Operative Permit is signed and your IV is started. Your Anesthesiologist will also meet with you and your family here to answer any questions about your anesthesia.



Our Team

Our state-of-the-art facilities and dedicated professional staff provide an ideal working environment for physicians who need to perform a procedure or treatment that does not require an overnight stay in the hospital. As a result, more than 100 physicians have privileges at The Surgery Center. When your physician prescribes “day-surgery” for you, we provide a team of registered nurses, anesthesiologists and equipment specialists who will support your doctor seamlessly and provide you with safety, comfort and excellence in outpatient surgery.

Most of our over 100 on-staff registered nurses (RNs) are Advanced Cardiac Life Support (ACLS) and IV Conscious Sedation Certified. We have an RN in the operating room with you at all times, as well as a surgical technologist to support your surgeon. We have a team of anesthesiologists who are dedicated to The Surgery Center and know our facilities, staff, equipment and procedures.

OPERATING/PROCEDURE ROOM

After being pre-oped, you are brought here and introduced to the rest of your surgery team and your procedure is verified and checked before the anesthesia is started. Our state-of-the-art facilities include:

- Sixteen General Operating Rooms
- Four Pain Management Center Procedure Suites
- One Breast Center Procedure Suite
- Four Endoscopy Center Colonoscopy Special Procedures Rooms

POST-ANESTHESIA CARE UNIT

This is where you recover after surgery until your vital signs are stable. After meeting all of the medical criteria, you are discharged by your Anesthesiologist and escorted to your car.

EXTENDED CARE CENTER

The ECC is a 23-hour extension of the Post-Anesthesia Care Unit for those patients needing additional care for observation or pain control.

Our Specialty Centers

THE BREAST CENTER

To help make an early diagnosis of breast cancer, we use techniques that produce exceptionally low complication rates and excellent diagnostic results. Both on-site and local pathologists work with your surgeon to ensure accurate and timely biopsies with fast and reliable diagnoses. Since its opening in 1997, The Breast Center has performed more than 5,000 minimally invasive breast biopsies, almost 100 biopsies every month.

THE PAIN MANAGEMENT CENTER

Pain management is a key component in recovering from injury and disease. When cancer, accident or spine and joint disease are involved, however, pain management may not be as simple as taking a pill to feel better. The Pain Management Center provides physicians with the latest in tools and technology to provide fast, sterile and effective treatments for a wide range of pain sources.



THE ENDOSCOPY CENTER

Colonoscopy, one of our most common endoscopic procedures, has become an annual event for millions of people as part of a regular health screening protocol. Early and accurate diagnoses of colon cancer and other diseases of the bowel, may significantly impact outcomes. At The Endoscopy Center, both on-site and local radiologists work with your surgeon to ensure accurate and timely biopsies with fast and reliable diagnoses.

PRE-REGISTRATION AND YOUR COSTS

To ensure that your day at The Surgery Center is all about you and your care, you should pre-register for your procedure by calling us at 256-533-4888.

In addition to reserving your treatment room, we can take care of the financial arrangements prior to your arrival. Our fees will include the costs of preparing for surgery, the surgical or treatment suite, all supplies and equipment, nursing and staff care, and recovery room care up to the time of your release.

**Call us at
256-533-4888
to Pre-register
for your procedure.**

UPON your arrival, you will be asked to present your insurance card and a photo ID. We will file your insurance, but if we have not received payment within 45 days, you will be responsible for the balance. If you are a MEDICAID patient, you will be asked to present a current, valid MEDICAID card.

IF YOU plan to pay cash, or are uninsured, you will be asked to make payment prior to the date of your surgery. Prior to admittance, you will be asked to pay the following:

- Your co-pay
- Any remaining deductible
- Any costs your insurance will not cover



IN ADDITION, you may be billed following your procedure for the following:

Any post-op care aids prescribed by your physician such as crutches, braces, walkers or other provisions

Any unplanned product or service deemed medically necessary by your physician or other service providers

YOU may receive separate bills from other doctors and service providers based upon the care and treatment you have received. These billers may include the following:

- Your physician
- Your anesthesiologist
- The pathologist, if required
- Any laboratory services, including blood work
- Any radiology fees, including the over-read of any x-rays, sonograms, or scans
- Other professional or service fees based upon your treatment and care

PREPARING FOR YOUR PROCEDURE

Starting as early as a week before, and continuing up until the morning of your procedure, there are some things you will want to do to prepare.

IN THE WEEK BEFORE YOUR PROCEDURE

BE SURE to call us at 256-533-4888 to pre-register for your procedure.

ENSURE that you have a responsible adult to take you to and from The Surgery Center. You must have someone with you who may act as your agent in the event that it becomes necessary. You will not be able to drive yourself home, even if you stay in our facilities up to 23 hours following your procedure. This person will need to remain at The Surgery Center during your procedure.

MAKE sure you have a list of phone numbers for your important contacts.

MAKE a list of all medications you are currently taking, including dosage, and bring that with you. Include prescriptions, over-the-counter drugs, herbal supplements and any allergies or sensitivities in this list.

IF YOU take any herbal supplements, **stop taking them at least a week prior to your procedure.** This includes doctor recommended supplements, as well as the ones you may be taking on your own.

DOUBLE check to be sure you have your insurance card and driver's license or other photo ID.

IF YOU will be accompanied by a legal guardian, make sure they have a copy of the Healthcare Power of Attorney.

DOUBLE check your arrival time. It is critical that you arrive on time because you must complete your admission paperwork, get some medical testing done, give your medical history and prepare for your surgery. We schedule our suites to be full throughout the day, so please be considerate of other patients by being on time.

**You Must Have
an Escort. You
will not be able
to drive yourself
home following
your procedure.**

PLACE all your routine medications in a bag and bring them with you on the day of your surgery, along with a brush and comb, toothbrush, or any personal items you feel you might need if you are required to stay.

**If for any reason you cannot
keep your appointment, please
notify your surgeon's office
as far in advance as possible.**

PREPARING FOR YOUR PROCEDURE

Prior to arriving at The Surgery Center, you will have had a visit with your physician. He or she will have given you specific instructions on what you need to do to prepare your body for your day at The Surgery Center. Follow those instructions to the letter.

IN THE 24 HOURS BEFORE YOUR PROCEDURE

When you arrive, one of the first questions we will ask you is, "Have you drank or eaten anything since last night?" If you have, or if you have failed to follow any of your doctor's orders, we will not be able to perform your procedure and you will have to go home. Common pre-surgical orders include the following:

DO NOT eat or drink anything (including gum, mints, coffee and water) after 11:00PM the evening prior to your surgery. Even a small amount of water on your stomach could complicate your surgery.

IF YOU smoke, or use any other tobacco products, refrain from doing so after 11:00PM the evening prior to your surgery. Smoking can cause bronchial irritation and the chance of breathing problems while you are under anesthesia.

**Do Not Eat, Drink
or Smoke after
11:00 PM the
evening before
your procedure.**

ON THE morning of your surgery or procedure, take a bath or shower and remove all makeup, nail polish and jewelry.

LEAVE all your valuables at home, including your watch and any rings or earrings, including wedding or commitment rings.

DRESS comfortably and casually in loose clothing and comfortable shoes that you can slip onto your feet. Many people complain of being cold, so wear warm socks.

ROUTINE oral medications should be taken according to your doctor's instructions. If you do take any medications, be sure and do so with the smallest amount of water possible.

IF YOU take insulin, aspirin, Coumadin® or other blood thinners, or any appetite suppressants, you need to make certain that your surgeon is aware of them. You may need to follow special instructions prior to your procedure if you take any one of these medications.

IF YOU are pregnant or think you might be pregnant, notify your physician and The Surgery Center immediately. Anesthesia and any other medications may be harmful to a developing fetus. As part of routine pre-surgical testing all women will be asked to give a urine sample for a pregnancy test unless they are surgically- or 2-years-post menopausal.

IF YOU have any changes in your health, report them to your surgeon. Even minor changes such as a scratchy throat, cough, cold or fever may be important information to share.

YOUR ARRIVAL

Take a minute to orient yourself with The Surgery Center. All general procedure or surgical patients should enter through the main doors closest to Madison Street on the Huntsville Hospital (west) side. All Pain Management Center and Breast Center patients should enter through the double doors on the east side of the building nearest Franklin Street.

Bring Your Insurance Card, Photo ID and Form of Payment.

Once you are at the proper reception desk, you will go through a series of standard check-in procedures. **If you have pre-registered by calling 256-533-4888 your check-in process will be very simple:**

- We will need to make a copy of your insurance card and driver's license.
- We will ask you if you've eaten or drank anything since 11:00 PM the night before.
- We will ask you to identify your agent or escort. You must have someone with you who can be responsible for you and who can drive you home once your procedure is complete. You will not be allowed to drive yourself home.
- If you are accompanied by a legal guardian, we will ask if they have brought a copy of the Healthcare Power of Attorney.
- We will help your family find a place to get comfortable in the waiting room. We have two lobbies, as well as complimentary coffee and vending machine refreshments.

Once the paperwork is finished and your family comfortably waiting, you will be escorted back to Pre-Op where you will receive excellent care.

If a child is going to have a procedure, both parents are welcome to accompany him or her to The Surgery Center and will be allowed to stay with the child through Pre-Op.

MOVING TO PRE-OP

Once you arrive in Pre-Op, you will meet members of your medical team who will start preparing you for your treatment or procedure.

- We will review your medical history.
- We will give you instructions about your procedure.
- We will ask you to sign your Operative Permit.
- We will start an IV. Fluids will not only help you stay hydrated during your procedure, but will also give your medical team a line for administering anesthesia or other medications you may require.
- You will meet with your anesthesiologist, who can answer any questions you may have about your anesthesia.

Inform your Anesthesiologist about any Dental Appliances such as crowns, bridges or dentures.

We do everything we can to get you in and out as fast as possible, but once you are in our care, you will be there for the full amount of time required to ensure an excellent outcome. Please be considerate of how circumstances may impact schedules.

You may have a wait in Pre-Op as it is not possible to predict exactly how long a procedure will take. So even though we try to run the schedule as tightly as possible, patient care is our first priority. If the first patient of the morning requires more time in the operating or procedure suite, then that will bump the schedule back and may delay the time that you go in. Just remember that you will be given that same consideration.



A MESSAGE ABOUT ANESTHESIA

Your anesthesia team will include both a board certified Anesthesiologist and a board certified Nurse Anesthetist (CRNA) or Anesthesia Assistant (AA). Each one is extensively trained to provide you with the safest anesthesia possible. Our pre-operative exam and questionnaire are designed to help us plan for the safest and most effective anesthesia we can provide. You will have the opportunity to speak with your anesthesia team before your surgery.

Anesthesia is a safe and predictable procedure but, like all medical procedures, it has certain risks that are affected by each patient's health. Aside from these known factors, there are situations that may not present themselves until the patient has received anesthesia. It is very important that you be aware of the following risks before you undergo any form of anesthesia. This list is not comprehensive, but does outline the most common problems.

YOUR DAY-SURGERY OR PROCEDURE

Once you are prepared and we are ready to begin your procedure, you will be moved into one of our state-of-the-art operating rooms or procedure suites. These rooms are designed for ease of use by the medical team and are very brightly lit. You may find them to be cool. Each suite is temperature controlled to establish ideal conditions for medical procedures. Most likely, you will be asleep within minutes of entering the room. Throughout your procedure, we will respect your dignity as we work to ensure that your condition is treated promptly, accurately and safely.

Immediately following your procedure, your surgeon will contact your family. The family is responsible for being available when the surgeon contacts them. Your surgeon is probably scheduled to attend another patient, so if he or she does not reach your family or agent, they will have to wait for your nurse to get an update. It is your family's responsibility to be available for this conference. The attending nurse in the Post-Anesthesia Care Unit will be by your side until you are stable, which means if your family misses the

EATING or drinking (including gum or mints) after 11:00 PM the day before your surgery can cause major complications and may result in the cancellation of your procedure.

YOUR body's response to medicines given, either during anesthesia or for pain management after, can lead to difficulties and may provoke allergic reactions or lead to medical problems with your heart, lungs or kidneys.

IT IS important to notify your anesthesiologist of any crowns, bridges, dentures or other dental appliances. You will be asked to remove any temporary dental work before going into the operating room, in order to help avoid any damage to dental appliances.

AFTER your surgery, there may be some tenderness to your tongue or lips, you may experience a sore throat and there is a possibility of injury to vocal cords that can lead to difficulty swallowing or breathing.

YOUR DAY-SURGERY OR PROCEDURE

physician, they may have to wait for an extended time to hear news of your status.

Your nurse will talk to you after your procedure but, because of the medications you were given, you likely will not remember what was said. Therefore, it is important for your family or agent to receive this information, too.



Your family
should be
available for
the Post-Op
conference.

POST-OP

Once your procedure is complete, you will be moved in to the Post-Anesthesia Care Unit, where nurses will monitor your condition. You will be awakened slowly and given time to stabilize. Once you are awake, the nurses will ask you to describe your pain on a scale of one to 10, with one being no pain and 10 being most severe pain. Your anesthesiologist and physician will order medication to control your pain during your stay at The Surgery Center. Your nurse will treat your pain based upon your response to the pain scale.

Once you are comfortable and stable, you will be moved to the Recovery Lounge, where your family may join you. You and your family, or other escort, will receive discharge instructions and then you will be escorted to your vehicle.

EXTENDED CARE

If it is determined by your physician that you need additional recovery time, you may be moved into our Extended Care Center, which is similar to a hospital room. (You will be in a comfortable bed and have access to a television and menu.) If you get hungry, you can order from our “heart friendly” menu or order delivery from several local restaurants that provide service to our patients. You may have your family bring in food, but remember that you have just had a medical procedure and should consult with your nurse.

YOUR DISCHARGE

Whether you go home in a few hours or stay the maximum time of 23-hours, you will no doubt be looking forward to going home. It is very important for you to follow the discharge orders written by your physician and explained to you by your nurse. If you have any questions after you have left The Surgery Center, you must call your physician for answers. If you have any serious complications, call 911 or go to the emergency room at the hospital of your choice immediately. **Do not call or return to The Surgery Center because we do not have staff physicians, nor are we equipped to provide additional treatment or medical care.**

Remember, it is very likely that you will have additional questions once you get home and results from any tests may take several days to process. Therefore, it is a very good idea to schedule a follow up appointment with your physician a few days after your procedure.

Patient Rights & Responsibilities

At The Surgery Center of Huntsville, we believe in healthcare excellence. We have written these ***Patient Rights and Responsibilities*** with that in mind. By observing these rights and responsibilities, we can provide more effective care for our patients and greater satisfaction to our patients, physicians and nursing staff. We will provide these rights to all patients without regard to age, race, sex, national origin, culture, physical handicap, personal values or belief systems.



PATIENT RIGHTS

At The Surgery Center we recognize that our patients are first individuals with specific rights and needs. By being committed to your rights, we are better able to ensure that you receive outstanding healthcare and that your experience at The Surgery Center is comfortable as well. Your specific rights are:

TO BE treated with respect, dignity and consideration at all times.

TO HAVE your personal information treated as confidential information. The Surgery Center follows the Health Insurance Portability and Accountability Act of 1996, more commonly known as HIPAA, which governs the protection of privacy information and services provided. In the event the law requires us to give information about your treatment or condition, we will give you the opportunity to approve or refuse the release of any and all information.

TO KNOW the rules and regulations that apply to your conduct and responsibilities as a patient.

TO KNOW what services are available at The Surgery Center.

TO KNOW the people who are responsible for coordinating your care.

TO BE informed about any people, other than routine personnel, who will be observing or participating in your treatment.

TO KNOW the qualifications of your doctor and any other physicians who are participating in your procedure.

TO CHANGE providers if other qualified providers are available.

TO PARTICIPATE in decisions involving your healthcare, except when such participation would not be in your best interest for medical reasons.

TO RECEIVE from your physician or medical team complete information about your diagnosis, treatment and prognosis, to the degree that such information is known.

TO RECEIVE an electronic copy of your medical record in the form or format you request if the provider is capable of producing the copy in the requested format.

TO UNDERSTAND the procedure(s) or treatment(s) you are going to receive. You should ask questions of your physician until you are comfortable with what is going to happen because you will be required to sign an “informed consent” form upon your arrival at The Surgery Center.

This information is available in Spanish upon request. (*Solicite la versión en Español de esta información.*)

TO REFUSE treatment and be told what the consequences of refusing treatment will be to the degree that such information is known.

TO BE fully informed about what you can and cannot do, should or should not eat or drink, and any other information pertinent to helping your body heal following your discharge from The Surgery Center. Any medications or follow up medical counseling must be coordinated by you through your physician(s).

TO EXPECT the care provided and services rendered to be consistent with national standards of care.

TO KNOW if any research will be done during your treatment and be given the opportunity to refuse to participate in research.

TO BE informed about policies regarding advance directives. Advance directive means a written instruction such as a *Living Will* or *Health Care Power of Attorney*, recognized under State Law (whether by statute or by Court of competent jurisdiction) and relating to the provision of health care when the individual is incapacitated. As an Ambulatory Surgical Center (ASC), The Surgery Center is required by CMS (Medicare/Medicaid) to provide this information to you prior to your surgery. (ASC means any distinct entity that operates exclusively for the purpose of providing surgical services to patients NOT requiring hospitalizations; and in which the expected duration of services will NOT exceed 23 hours following the admission to the facility.)

The State of Alabama provides by statute for two types of Advance Directives:

Living Will: The Death With Dignity Act authorizes competent adults to express their wishes regarding the use of withholding of life-sustaining procedures, including artificial nutrition and hydration, in the event they are diagnosed with a terminal condition or are in a state of permanent unconsciousness and in the further event that they are incapacitated or otherwise unable to express their desires. The statute creates a form for the purpose entitled “Declaration of a Desire for a Natural Death.” This document and those similar in purpose are commonly referred to as a “Living Will.” We can provide you with the advance directive forms upon request. If you have prepared other forms of advance directives or put into writing your own desires concerning types of medical care, State statutes require that alternative forms of advanced directives correspond to State requirements. They must be signed by you and two witnesses.

Health Care Power of Attorney: The Alabama Probate Code authorizes competent adults to designate another person to make decisions on their behalf about their medical care in the event they become incapacitated. The statutory form created for this purpose is entitled “Health Care Power of Attorney.” This form is required to be with you.

TO EXPRESS your grievances and suggestions to The Surgery Center according to the Center's policies and procedures. You are encouraged to ask questions about any of these rights that you do not understand. If you would like to express concerns regarding the quality of care you received at The Surgery Center, please contact the Director of Nursing or CEO at 256-533-4888. If you have concerns regarding your insurance or financial responsibility, please contact the Business Office Manager or Administrator at 256-533-4888. You will receive a personal response. In the event you are not satisfied with the results internally, the following facilities may be contacted:

Alabama Department of Public Health

201 Monroe Street
Montgomery, AL 36104
800-356-9596

Regional IV Office of Civil Rights

U.S. Department of Health and Human Services
Sam Nunn Atlanta Federal Center
Suite 16T70
61 Forsyth Street SW
Atlanta, GA 30303-8909
800-368-1019
404-562-7886

Medicare Beneficiary Ombudsman

<https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

Medicare Ombudsman for Alabama

State Health Insurance Assistance Program
800-243-5463

Medicare Claim Fraud

800-633-4227

Identity Theft Hotline

Federal Trade Commission
877-438-4338

TO EXAMINE and understand your statement of charges from The Surgery Center, regardless of the source of payment.

TO KNOW in advance of your procedure the estimated amount of your charges.

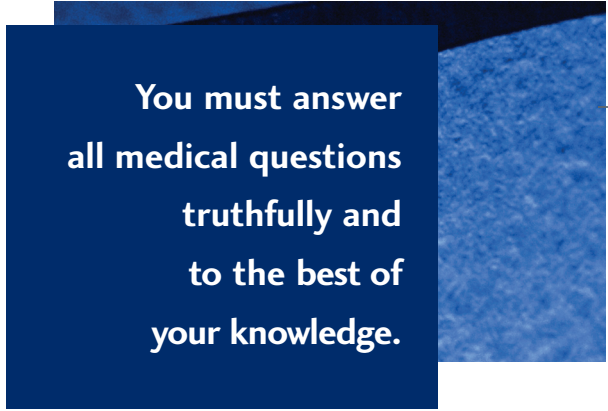
TO REQUEST that a health plan not be notified of treatment that you have paid in full.

TO UNDERSTAND what provisions are available for after-hour and emergency care.

TO RECEIVE information about the hospital or other institution you could be transferred to in the event of an emergency. You have the right to approve your hospital or institution of choice prior to any transfer.

TO OPT OUT of communications for fundraising purposes.

TO HAVE confidence that any advertising or marketing related to The Surgery Center is in compliance with FDA requirements and is not misleading.



**You must answer
all medical questions
truthfully and
to the best of
your knowledge.**

PATIENT RESPONSIBILITIES

Once you and your physician have agreed to have your procedure or treatment conducted at The Surgery Center you have specific obligations. By doing your part to meet your responsibilities, you can help to ensure your quality of care. The following is a list of your specific responsibilities:

YOU SHOULD read and understand all permits, forms and consents. If you do not understand them, it is your responsibility to ask your nurse or physician for clarification.

YOU MUST answer all medical questions truthfully and to the best of your knowledge.

YOU SHOULD carefully read and follow all pre-operative instructions given to you or your agent by your physician(s), nurses or The Surgery Center.

YOU SHOULD be respectful of all the healthcare professionals and staff, as well as other patients.

YOU MUST have a responsible adult remain with you for 24 hours if required by your provider.

YOU MUST notify The Surgery Center upon your arrival if you have not followed the pre-operative instructions given to you by your physician.

YOU WILL be required to read, understand and comply with any post-operative instructions you or your agent are given by your physician(s) and nurses, as well as attend any follow-up appointments.

YOU MUST contact your physician(s) if you have any problems after your discharge.

YOU WILL be required to pay for services rendered on a timely basis and accept the ultimate responsibility for payment, regardless of your insurance coverage.

YOU SHOULD notify the CEO of The Surgery Center if you feel that any of your rights have been violated or if you have a significant complaint or suggestion that may improve services or quality of care provided. The Surgery Center offers a patient questionnaire online or we can provide you with one that can be completed and returned. You can also call to speak to the CEO about your concerns or suggestions.

A List of Specialties

The following is a list of specialties that we offer along with any physicians in that specialty that have financial interests or ownership in The Surgery Center.

COLORECTAL

Stephen Clark
Javad Golzarian
Blake Spindler

GENERAL

Richard Randall
Marc Zelickson

GYNECOLOGY

David Rushing
J.D. Wheeler

OPHTHALMOLOGY

Julie Calderwood
Brenda Miller-Edmonson

ORTHOPEDICS

Michael Cantrell
Joseph Clark
Stanton Davis
Matthew Deorio
Brett Franklin
Beatriz Garcia-Cardona
James Hughey
Eric Janssen
Troy Layton
Heather Licht
Jonathan Ludwig
Phillip Maddox
James McMurtrie
Matthew Owen
Christopher Parks
J Bradley Sabatini
Brian Scholl
Thomas Thomasson
John Walker
Bradley Wills
Jonathan Yu

OTOLARYNGOLOGY

Joseph Brigance
Jasper Castillo
Shannon Davis
Bradley Hobbs
John Kostrzewa
Scott McCary
Michael McFadden
William McFeely
Benjamin Powell

PHYSIATRY

Ryan Aaron
Brian Carter
Michael Cosgrove
Anthony Massoll
Saranya Nadella

PEDIATRIC

GASTROENTEROLOGY

Randall McClellan
Taylor Woodfin

PLASTICS

William Alison

PODIATRY

David Kyle

RETINAL

James Byrne
Tarek Persaud
Edgar Ready
Gavin Reed
Vikram Saini

UROLOGY

Jacob Britt
Joseph Pettus

Notice of Nondiscrimination

The Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Surgery Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages



If you need these services, contact our Director of Nursing. If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, or by mail, email, phone, or fax at:

Lindsay White, RN, DON

Privacy Officer
The Surgery Center of Huntsville
721 Madison Street
Huntsville, Alabama 35801
LWhite@tsch.biz
256-533-4888
Fax: 256-319-2715

If you need help in filing a grievance, our Chief Executive Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F
HHH Building
Washington, D.C. 20201
1-800-368-1019
1-800-537-7697 (TDD)

Complaint forms are available at
www.hhs.gov/ocr/office/file/index.html.

FOREIGN LANGUAGE ASSISTANCE

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 256-533-4888.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 256-533-4888 번으로 전화해 주십시오.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 256-533-4888。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 256-533-4888.

Arabic: تامدخ نإف، رلذا شدتت تنك اذإ :ةظوح لم
مقرب لصتا . نأجملاب لنل رفاوتت ةيوجلل ةدعاسملا
256-533-4888.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 256-533-4888.

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 256-533-4888.

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 256-533-4888.

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.
ફોન કરો 256-533-4888.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 256-533-4888.

Hindi: ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 256-533-4888 पर कॉल करें।

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຢູ່ໃຫ້ທ່ານ. ໂທ 256-533-4888.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 256-533-4888.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 256-533-4888.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 256-533-4888.

Turkish: DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 256-533-4888 irtibat numaralarını arayın.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 256-533-4888.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。256-533-4888 まで、お電話にてご連絡ください。

Notice of Privacy Practices (HIPAA)

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

This notice takes effect on September 22, 2013 and remains in effect until we replace it.

OUR PLEDGE REGARDING MEDICAL INFORMATION

Protected health information is information about you, including demographics that may identify you and that relates to your past, present or future physical or mental health care and related health care services. We are committed to protecting your information. We create a record of the care and services you receive at our facility. We keep this record to provide you with quality care and to comply with legal requirements. This notice will tell you about the ways we may use and share medical information about you. We also inform you of your rights and outline certain duties we have regarding the use and disclosure of medical information.

OUR LEGAL DUTY

The Law Requires Us to:

1. Protect your health information.
2. Give you this notice describing our legal duties, privacy practices, and your rights regarding your medical information.
3. Abide by the terms of privacy practices now in effect.

We Have the Right to:

1. Change our privacy practices and the terms of this notice at any time, provided that the changes are permitted by law.
2. Make the changes in our privacy practices and the new terms of our notice effective for all medical information that we store, including information previously created or received before the changes. The new notice will be available upon request, on our web site, and we will mail a copy to you if you choose.

OUR RESPONSIBILITIES

We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.

We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

YOU HAVE THE RIGHT TO:

Get a Copy of Health and Claims Records

- You can ask to see or get a copy of your health and claims records and other health information we have about you. You may request that we provide copies in a format other than photocopies (electronic for example). We will use the format you request unless it is not practical for us to do so. If you request paper copies, we will charge you for each page, and postage if you want the copies mailed to you. Ask us how to do this.
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost based fee.

Ask Us to Correct Health and Claims Records

- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- In certain cases we may deny your request if we did not create the information you want changed or for certain other reasons. If we deny your request, we will provide you with a written explanation. You may respond with a statement of disagreement that will be added to the information you wanted changed. If we accept your request to change the information, we will make reasonable efforts to tell others, including people you name, of the change and to include the changes in any future sharing of that information.

Request Confidential Communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.

Ask Us to Limit What We Use or Share

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.
- You may request that a health plan not be notified of treatment that you have paid in full.

Get a List of Those with Whom We’ve Shared Information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make, to family members or friends involved in your care, or for notification purposes). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months. You have the right to receive specific information regarding these disclosures that occurred after April 14, 2003. You may request a shorter time-frame. The right to receive information is subject to certain exceptions, restrictions and limitations.

Get a Copy of This Privacy Notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose Someone to Act for You

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

That We Place Additional Restrictions

- You may request that we place additional restrictions on our use or disclosure of your medical information. We are not required to agree to these additional restrictions, but, if we do, we will abide by our agreement (except in the case of an emergency).

Confidential Communications

- You may request to receive confidential communications from us by alternative means or to alternative locations. Your request must be made in writing to the contact person listed at the end of this notice.

Refuse a Copy of This Notice

- You have a right to refuse a copy of the Notice of Privacy Practices. Your treatment will not be conditioned on your refusal.

File a Complaint if You Feel Your Rights are Violated

- You can complain if you feel we have violated your rights. If you would like to express concerns regarding the quality of care you received at The Surgery Center, please contact the Director of Nursing or CEO at 256-533-4888. If you have concerns regarding your insurance or financial responsibility, please contact the Business Office Manager or Administrator at 256-533-4888. You will receive a personal response.
- You can file a complaint with the U.S. Department of Health and Human Services Regional IV Office for Civil Rights by sending a letter to U.S. Department of Health and Human Services, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street, S.W. Atlanta, GA 30303-8909, calling (800) 368-1019 or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions. In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing and Research purposes
- Sale of your information

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

OUR USES AND DISCLOSURES

This section describes different ways that we use and disclose medical information. Following are different kinds of uses or disclosures and their meaning. Not every use or disclosure will be listed. However, we have listed examples of ways we are permitted to use and disclose medical information.

FOR TREATMENT:

We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your healthcare with a third party that has already obtained your permission to have access to your protected health information.

Example: We would disclose your protected health information, as necessary, to a home health agency that provides care to you. We will also disclose protected health information to other physicians who may be treating you when we have the necessary permission from you to disclose your protected health information. For example, your protected health information may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you.

In addition, we may disclose your protected health information from time-to-time to another physician or health care provider (e.g., nurses, technicians, medical students or health care providers) who, at the request of your physician, becomes involved in your care by providing assistance with your health care diagnosis or treatment to your physician. For example, we may disclose your protected health information to medical school students that see

patients at our facility. In addition, we may use a sign-in sheet at the registration desk where you will be asked to sign your name and indicate your physician. We may also call you by name in the waiting room when your physician is ready to see you. We may use or disclose your protected health information, as necessary, to contact you to remind you of your appointment.

FOR PAYMENT:

Your protected health information will be used and disclosed, as needed, to obtain payments for health care services.

FOR HEALTH CARE OPERATIONS:

We may use and disclose your medical information for our health care operations. This might include measuring and improving quality, evaluating the performance of employees, conducting training programs, and getting accreditation, certificates, licenses and credentials we need to serve you. We will share your protected health information with third party "business associates" that perform various activities (e.g., billing, transcription services) for the practice. Whenever an arrangement between our facility and a business associate involves that use or disclosure of your protected health information, we will have a written contract that contains terms that will protect the privacy of your protected health information.

RUN OUR ORGANIZATION:

We can use and disclose your information to run our organization and contact you when necessary. We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans. *Example:* We use health information about you to develop better services for you.

ADMINISTER YOUR PLAN:

We may disclose your health information to your health plan sponsor for plan administration.

Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.

PUBLIC HEALTH:

As required by law, we may disclose your medical information to public health or legal authorities charged with preventing or controlling disease, injury or disability, including child abuse or neglect. We may also disclose your medical information to persons subject to jurisdiction of the Food and Drug

Administration for purposes of reporting adverse events associated with product defects or problems, adverse reactions to medications, to enable product recalls, repairs or replacements, to track products, or to conduct activities required by the Food and Drug Administration.

COMMUNICABLE DISEASES:

We may, when authorized by law to do so, notify a person who may have been exposed to a communicable disease or otherwise be at risk of contracting or spreading a disease or condition.

VICTIMS OF ABUSE, NEGLECT OR DOMESTIC VIOLENCE:

We may disclose your protected health information if we believe that you have been a victim of abuse, neglect or domestic violence to the government entity or agency authorized to receive such information. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws.

HEALTH OVERSIGHT ACTIVITIES:

We may disclose medical information to an agency providing health oversight for oversight activities authorized by law, including audits, civil, administrative, or criminal investigations or proceedings, inspections, licensure disciplinary actions, or other authorized activities.

LAW ENFORCEMENT:

Under certain circumstances, we may disclose health information to law enforcement officials. These circumstances include reporting required by certain laws (such as the reporting of certain types of wounds), pursuant to certain subpoenas or court orders, reporting limited information concerning identification and location at the request of a law enforcement official, reports regarding suspected victims of crimes at the request of a law enforcement official reporting death, crimes on our premises, crimes in emergencies, and preventing or reducing a serious threat to anyone's health or safety.

INMATES:

We may use or disclose your protected health information if you are an inmate of a correctional facility and your physician created or received your protected health information in the course of providing care to you.

WORKER'S COMPENSATION:

Your protected health information may be disclosed by us as authorized to comply with worker's compensation laws and other similar legally-established programs.

COMPLY WITH THE LAW:

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

OTHER PERMITTED AND REQUIRED USES AND DISCLOSURES THAT MAY BE MADE WITHOUT YOUR CONSENT, AUTHORIZATION OR OPPORTUNITY TO OBJECT**MILITARY ACTIVITY AND NATIONAL SECURITY:**

When the appropriate conditions apply, we may use or disclose protected health information of individuals who are Armed Forces personnel (1) for activities deemed necessary by appropriate military command authorities; (2) for the purpose of a determination by the Department of Veterans Affairs of your eligibility for benefits; or (3) to a foreign military authority if you are a member of that foreign military service. We may also disclose your protected health information to authorized federal officials for conduction of national security and intelligence activities, including for the provision of protective services to the President or others legally authorized.

GOVERNMENT FUNCTIONS (SPECIALIZED):

Subject to certain requirements, we may disclose or use health information for medical suitability determinations for the Department of State, for correctional institutions and other law enforcement custodial situations, and for government programs providing public benefits.

COURT ORDERS AND JUDICIAL ADMINISTRATIVE PROCEEDINGS:

We may disclose medical information in response to a court or administrative order, subpoena, discovery request or other lawful process, under certain circumstances. Under limited circumstances, such as a court order, warrant or grand jury subpoena, we may share your medical information with law enforcement officials. We may share limited information with a law enforcement official concerning the medical information of a suspect, fugitive, material witness, crime victim or missing person.

ADDITIONAL USES AND DISCLOSURES:

Other uses and disclosures of protected health information will only be made with your authorization unless otherwise permitted or required by law. You may revoke this authorization in writing at any time. The exception to this revocation is that your physician has taken an action in reliance on the authorization. We will share information about your location, general condition or death. If you are present, we will get your permission if possible before we share, or give you the opportunity to refuse permission. In case of emergency, and if you are not able to give or refuse permission, we will share only the health information that is directly necessary for your health care, according to our professional judgment. We will also use our professional judgment to make decisions in your best interest about allowing someone to pick up medicinal supplies, x-rays or medical information for you.

OTHER PERMITTED AND REQUIRED USES AND DISCLOSURES THAT MAY BE MADE WITH YOUR CONSENT, AUTHORIZATION OR OPPORTUNITY TO OBJECT**APPOINTMENT REMINDERS:**

We may use your medial information to contact you to provide appointment reminders.

COMMUNICATION BARRIERS:

We may use and disclose your protected health information if your physician or another physician in the practice attempts to obtain consent from you but is unable to do so due to substantial communication barriers and the physician determines, using professional judgment, that you intend to consent to use or disclose under the circumstances.

QUESTIONS AND COMPLAINTS

If you have any questions about this notice, please contact:

Lindsay White, RN, DON

Privacy Officer
The Surgery Center of Huntsville
721 Madison Street
Huntsville, Alabama 35801
LWhite@tsch.biz
256-533-4888
Fax: 256-319-2715

How to Find Us

FROM ARAB

Take US 231 North to the US 431 South/Governors Drive exit. Turn right at Governors Drive and continue for .7 mile. Turn left at Madison Street and continue for .2 mile. The Surgery Center will be on your right.

FROM ATHENS

Take US 72 East to Washington Street. Turn right toward downtown. Continue for 1.2 miles and The Surgery Center will be on your left.

FROM BIRMINGHAM

Take I-65 North to the I-565 East exit to Huntsville. Take I-565 East to exit 19C. Turn right toward downtown. Continue for 1.1 miles and The Surgery Center will be on your left.

FROM DECATUR

Take I-565 East to exit 19C. Turn right toward downtown. Continue for 1.1 miles and The Surgery Center will be on your left.

FROM FAYETTEVILLE

Take US 431/231 South to the US 431 South/Governors Drive exit. Turn left at the intersection onto Governors Drive and continue for .7 mile. Turn left at Madison Street and continue for .2 mile. The Surgery Center will be on your right.

FROM GUNTERSVILLE

Take US 431 North to Madison Street. Turn right and continue for .2 mile. The Surgery Center will be on your right.

FROM NASHVILLE

Take I-65 South to the US 72 East exit at Athens. Continue on US 72 East to Washington Street. Turn right toward downtown. Continue for 1.2 miles and The Surgery Center will be on your left.

FROM SCOTTSBORO

Take US 72 West until it becomes I-565 West. Take the 19A Jefferson Street/Downtown exit. Continue through the traffic light onto Jefferson Street and toward downtown. Continue for 1.2 miles and The Surgery Center will be on your left.