



### Patient's Rights and Responsibilities

In keeping with West Bank Surgery Center's mission, guiding values, and commitment to the delivery of quality healthcare, the facility recognizes, protects and promotes the following rights for each patient, as appropriate, the patient's legally authorized representative.

As a Patient, you have the Right to:

1. Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.
2. Exercise your rights without being subjected to discrimination or reprisal.
3. To be free from all forms of abuse or harassment.
4. Receive medically appropriate care regardless of age, race, creed, sex, or national origin, religion, handicap, or source of payment.
5. Be informed about and participate in the development and implementation of your plan of care.
  - a. Obtain from your physician complete and current information concerning diagnosis, treatment, and prognosis in terms that you can reasonably understand. You have the right to change providers, if other qualified providers are available.
  - b. Obtain from physicians and other providers relevant, current, and understandable information concerning your diagnosis, treatment decisions, and to give informed consent before the start of any procedure and/or treatment.
  - c. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of the actions. You may also refuse to participate in clinical training or research programs.
  - d. Know the name and the professional status of individuals providing care, as well as the person(s) responsible for coordinating the care. You have the right to ask and be informed if the physician or any other practitioner or staff providing care has a financial interest in the surgery center.
  - e. To reasonable continuity of care and to be informed of the continuing health care requirements. You are entitled to other appropriate care and services that the facility provides or may elect to transfer to another facility when medically appropriate.

6. To be informed of their right to change providers if other qualified providers are available.
7. Have a family member or representative and physician of your choice notified promptly of your admission to the facility.
8. Representation by a guardian or legally authorized person who can exercise all rights on behalf of the patient.
9. Effective communication. Interpretation services and alternative means of communication are available for those who speak a language other than English and those who are deaf or blind.
10. Security and personal privacy:
  - a. Expect that all communications and records pertaining to your case will be treated as confidential.
  - b. Privacy with regard to written and telephone communications, visits with family or friends and meetings with outside groups.
11. Receive, upon request, a reasonable estimate of charges for medical care and an explanation of the bill regardless of the source of payment.
12. Appropriate assessment and management of pain.
13. Voice grievances without fear of discrimination or reprisal. Concerns or complaints may be reported to the nurse, who will resolve the problem and report to the administrator. If a grievance is not resolved satisfactorily through internal processes you, your family, or representative have the right to contact the Department of Health and Hospitals:

Program Manager, ASCs and Hospitals  
 Department of Health and Hospitals  
 P. O. Box 3767 | Baton Rouge, La. 70821 | Phone: 225-342-0138

and the Office of the Medicare Ombudsman at : <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>. Once you are at this Medicare webpage choose Ombudsman from the left column. West Bank Surgery Center is accredited by AAAHC, and this organization can be contacted at (847) 853-6060.

14. Access to protective services, which are independent of the facility, and are available by contacting the Nurse Administrator at 504-207-5320.
15. Discuss any issues or concerns, including ethical dilemmas, with your doctor or the Nurse Administrator.
16. Access Protective Services. Facility personnel or a social service designee will provide phone numbers and names of appropriate agencies.
17. The confidentiality of your medical records.
18. To know how your medical records are used or released, to review your records, and to amend them, if appropriate.
19. To formulate an Advance Directive and to have facility staff and practitioners who provide care in the facility comply with this directive, when appropriate.

20. To be free from restraints of any form that are not medically necessary or are means of coercion, discipline, convenience, or retaliation by staff.

### As a West Bank Surgery Center patient, you have the responsibility to the following:

1. Provide to your physician and health care team up to date, accurate, and complete health information about your health, medications, (including over-the-counter products), and dietary supplements, and any allergies and sensitivities.
2. Provide a copy of your Advance Directive, Living Will, or Medical Power of Attorney to your health care provider.
3. Follow the treatment plan prescribed by your provider and participate in your care.
4. Notify your physician and members of the facility's health care team when you do not understand the prescribed treatment or instructions given to you and to ask questions until the prescribed treatment is understood.
5. Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instruction.
6. Provide a responsible adult to transport you home from the facility and remain with you for twenty four (24) hours, if required by your provider.
7. Notify the patient's health care team of the patient's complaint of pain and/or discomfort.
8. Be respectful of the rights of other patients, facility personnel, and facility property.
9. Follow the facility rules and regulations affecting patient care and conduct.
10. Accept personal financial responsibility for charges not covered by your insurance, including providing accurate and timely information about sources of payment.
11. Follow appropriate administrative/medical channels in order to resolve conflict.

### If you need an interpreter

If you will need an interpreter, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

### Statement of Nondiscrimination

West Bank 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.

West Bank Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

West Bank Surgery Center respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

West Bank Surgery Center 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

West Bank Surgery Center tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính

### Advance Directives

In the state of Louisiana, each person has the primary right to request or refuse medical treatment subject to the state's interest in protecting innocent third parties and to make Advanced Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf. West Bank Surgery Center respects the right of patients to make informed decisions regarding their care. If a patient becomes unable to make a decision regarding his/her own care, Center staff will consult the Advance Directives, medical power of attorney, or patient representative or surrogate, if available. Due to the outpatient nature of an ambulatory surgery center, this Center has adopted the position that an ambulatory surgery center setting is not the most appropriate setting for end of life decisions. Therefore, it is the policy of this surgery center **that in the absence of an applicable properly executed Advance Directive**, if there is deterioration in the patient's condition during treatment at the surgery center, the personnel at the center will initiate resuscitative or other stabilizing measures and transfer the patient to an acute care hospital. At the acute care hospital, further treatment decisions will be made. If copies of the patient's Advance Directives have been provided to the surgery center, copies will be sent with the patient to the hospital. If the patient has Advance Directives which have been provided to the surgery center that impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his/her physician to determine the appropriate course of action to be taken regarding the patient's care. If you wish to complete an Advanced Directive, copies of official state forms are available at WBSC.



## Driving Directions

From New Orleans: Take U.S. 90 South and merge onto Crescent City Connection/Westbank. Take Exit 6/Manhattan Blvd. Turn left at Manhattan Blvd., and continue on Manhattan to Lapalco Blvd. Turn Right on Lapalco and continue to 3704 Lapalco Blvd in Harvey.

The center is located across the street from Bohn Ford and between A-1 Appliance and Snap Fitness. Parking is located in the front of the center.

3704 Lapalco Blvd  
 Harvey, LA 70058



3704 Lapalco Blvd Harvey, LA 70058  
 (p) 504.207.5320 (f) 504-207-5328  
[www.westbanksurgery.com](http://www.westbanksurgery.com)

Hours: 6:00 am-5:00 pm



Disclosure of Ownership:  
 Your physician has financial interest in West Bank Surgery Center.



## About Us

West Bank Surgery Center, LLC is licensed by the state of LA, established in 2009 to provide state-of-the-art outpatient surgical services in a safe and comfortable environment.

You will find that because our center specializes in outpatient surgery, our patients enjoy many advantages; personalized services, advanced technology, friendly environment, ease of parking, no-hassle with large hospital departments, and excellent medical care.

Our staff are hand-picked, specialty trained professionals who are experienced in adult and pediatric care. West Bank Surgery Center was developed by your surgeons to provide uncompromising and compassionate outpatient surgical services, by employing the highest standards to quality care.

We understand that surgery can be an overwhelming experience and we would like to make it as pleasant as possible. Here are a few things to help you prepare for the day of surgery.

### 3 Days Before Your Procedure

A nurse will call you 2-3 days prior to your surgery date to review your medical and surgical history. Please have a list of all medications including over the counter medications and vitamins available. If instructed to obtain pre-op testing (lab work, chest x-ray, EKG), have this done at least 3 days prior to your surgery date. Arrange for a responsible adult to drive you home and remain with you for 24 hours after surgery. Please read over the discharge instructions provided by your surgeon. We will also review these with you on the day of your procedure.



### 24 Hours Before Your Procedure

The nurses will call you the afternoon before your surgery date to provide you with your arrival time. Do not eat or drink anything after midnight except blood pressure medications as instructed by the nurse (pediatric patients will have special instructions provided by the nurse). Notify your surgeon if there is any change in your condition (cold, fever, respiratory problems). Please bathe/shower in antibacterial soap the night before your procedure. Please call ahead for complimentary foreign language and hearing impaired interpreter only if needed.



### Day of Your Procedure

Do not take any diabetic medication. We will check your blood sugar upon arrival. Please bring any original paperwork provided by your surgeon to the surgery center as well as your photo identification, insurance card, and method of payment. Wear loose comfortable clothing, preferably a button down shirt, slip on shoes (no high heels), socks and underwear should be 100% cotton. Do not wear make-up and make sure nail polish is removed. Do not use lotions, creams, or aftershave, and avoid the use of perfume. Do not shave your surgical site. Leave all valuables, including jewelry, at home. Wear eye glasses instead of contact lenses. Take off all body piercings. For children, please bring stuffed animal or security blanket. Please make every effort to arrive to the surgery center for your scheduled arrival time.



### After Your Procedure

Physicians will provide post-operative instructions regarding diet, rest, exercise, and post-operative medications. We will be calling you 24 – 72 hours after surgery to ask how your recovery is progressing. For unexpected problems, call your doctor or proceed to the nearest emergency room.



## Specialties

Orthopedics

General Surgery

Podiatry

Otolaryngology

Ophthalmology

Pain Management

Neurological Surgery

Plastic Surgery

## Surgery Date

Name \_\_\_\_\_

Date \_\_\_\_\_

Type of Surgery \_\_\_\_\_

Doctor \_\_\_\_\_

## Billing Information

After surgery, West Bank Surgery Center LLC., will submit your bill to your insurance company. You will receive a separate bill from your doctor, anesthesiologist and/or pathologist. Please contact our business office for any questions at **504-207-5320**.

For more information, or to review and download forms required for your procedure, please visit **westbanksurgery.com**.