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CORTEZ FOOT SURGERY CENTER

Patient Guide



- > AAAHC ACCREDITED
- > MEDICARE CERTIFIED
- > STATE LICENSED

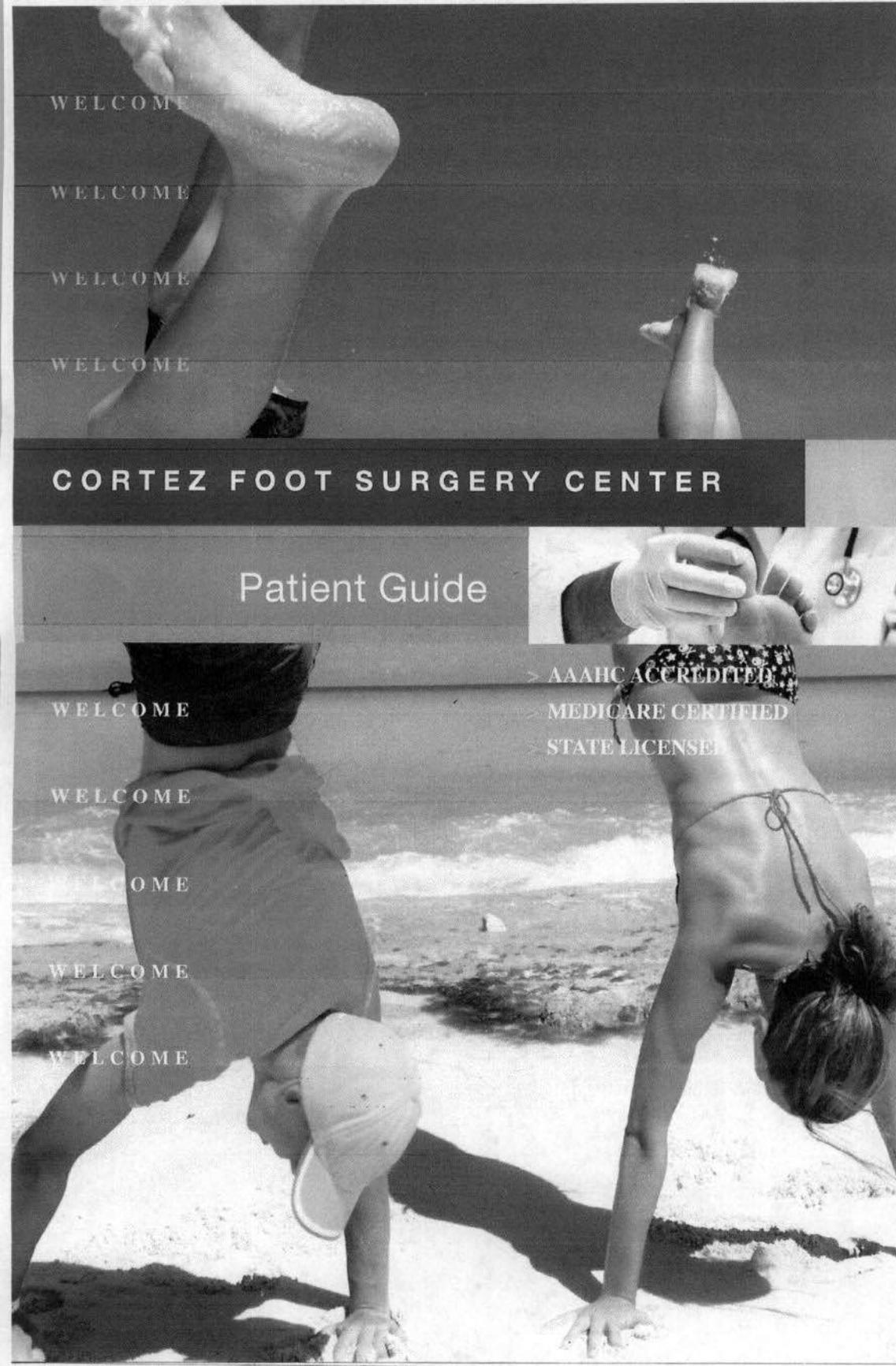
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Thank you for choosing
Cortez Foot Surgery Center



Our professional and courteous staff is dedicated to making your surgical experience as pleasant and reassuring as possible. You will receive one-on-one care from a most caring and experienced staff. You will be glad to know that Cortez Foot Surgery Center is accredited by the Accreditation Association for Ambulatory Health Care.

EARNING YOUR TRUST THROUGH QUALITY

One of the most important things we do to earn your trust is to participate voluntarily in the quality assessment program of the **Accreditation of Ambulatory Health Care (AAHC)**.

Since 1979, the **Accreditation Association for Health Care (AAHC)** has been a national leader in helping health care providers achieve a higher level of quality. Its rigorous standards challenge us constantly to seek new ways to better serve our patients. Participation in **AAHC's** accreditation program is voluntary. Organizations who meet its standards publicly demonstrate a strong commitment to quality and a deep concern for those they serve.

Our accreditation tells you that the **AAHC's** independent team of health care professionals has taken a close look at us and has found that

we meet their rigorous, nationally recognized standards for quality health care services.

Accreditation demands a high level of commitment and effort. It challenges us always to find better ways to serve you. It reminds us constantly that our first and most important responsibility is to see that you receive the best care we can possibly provide.

Our accreditation gives you that extra measure of confidence you want in your health care services. It's one more way for us to say "We Care About You."

For more information, contact:
**Accreditation Association
for Ambulatory Health Care, Inc.**
5250 Old Orchard Rd, Suite 200
Skokie, Illinois 60077
(847) 853-6060 www.aaahc.org



Advance Directives

Do you have an advance directive or living will? If you do you need to know that Cortez Foot Surgery Center will, to the maximum extent possible, honor a patient's advance directives. In the unlikely event that a patient's condition deteriorates while at CFSC, resuscitation of the patient will be attempted, with subsequent transfer to MMH where the patient's advance directive will be honored. If the patient refuses to accept this limitation, he or she can be referred to a facility that will honor the advance directive.

PATIENT RIGHTS AND RESPONSIBILITIES

Good communication between the patient and the health care provider is always a priority to the Cortez Foot Surgery Center team. Section 381.026, Florida Statutes, addresses the Patient's Bill of Rights and Responsibilities. Below is a summary of your rights and responsibilities.

A PATIENT HAS THE RIGHT TO:

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Change providers if other qualified providers are available.
- Know what patient support services are available, including if an interpreter is available for non-English speaking patients.
- Know what rules and regulations apply to his or her conduct.
- Be given information by the health care provider such as diagnosis, planned course of treatment, alternatives, risks and prognosis.
- Refuse treatment, except as otherwise provided by law.
- Be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the health care provider or facility accepts the Medicare assignment rate for the patient covered by Medicare.
- Receive a reasonable estimate of charges for medical care prior to treatment.
- Receive a copy of an understandable itemized bill and to request an explanation of charges.
- Receive medical treatment or accommodations regardless of race, national origin, religion, handicap, or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- Express complaints regarding any violation of his or her rights. Agency for Healthcare Administration, 2727 Mahan Dr., Tallahassee, FL 32308, 1-888-419-3456. Office of Medicare Beneficiary Ombudsman, www.medicare.gov

A PATIENT IS RESPONSIBLE FOR:

- Giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about his or her health.
- Reporting unexpected changes in his or her condition to the health care provider.
- Reporting to the health care provider whether he or she understands a planned course of action and what is expected of him or her.
- Following the treatment plan recommended by the health care provider.
- Keeping appointments and when unable to do so, notifying the health care provider or facility.
- Fulfilling all financial responsibilities.
- Following health care facility rules and regulations.

Notice of Physician Financial Interest

Cortez Foot Surgery Center is owned by the following physicians:



Richard Berkun, DPM



Robert Katz, DPM



Philip Baldinger, DPM



Garrett Harte, DPM

FINANCIAL INFORMATION:

Our business office team is glad to submit the claim to your insurance company. The billing department will notify you in advance of any co-payment or deductible due 48 hours prior to your scheduled procedure. We accept cash, credit card, check or Care Credit. Your surgery coordinator can assist you in qualifying for Care Credit if necessary. Please contact our facility coordinator at (941) 758-8818 prior to the day of surgery to make necessary payment arrangements.

Services may be provided in this facility by the facility as well as by other health care providers who may bill the patient separately and who may or may not participate with the same health insurers as the facility. To ensure that the patient incurs the lowest out-of-pocket expenses, every effort will be made by our staff to use laboratories that participate with the patient's insurance carrier.

Laboratories used at Cortez Foot Surgery Center:

Bako Pathology Services	IML	Quest	Lab Corp
6240 Shiloh Rd.	6419 Parkland Dr.	1-866-697-8378	5610 West LaSalle St.
Alpharetta, GA 30005	Sarasota, FL 34243	Questdiagnostics.com	Tampa, FL 33607
1-877-376-7284	941-756-1000		1-800-877-5227
Bakocts.com	Internationalmedicallab.com		Labcorp.com

FloridaHealthFinder.gov offers health care data collected by the Agency for Health Care Administration (AHCA) which compares all licensed facilities in Florida. This site offers a comparison tool to inform consumers regarding quality measures, inspection reports and health outcome data on all licensed facilities.

HealthcareBlueBook.com and **Availity.com** are two resources available enabling you to become an informed consumer. These tools ensure understanding of treatment options and fair price for services.



Cortez Foot Surgery Center

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Fax (941) 758-4438

www.CortezFootAndAnkle.com