

Advance Directives

In accordance with Florida Law, Coastal Surgery Center must inform you that we are **not** required to honor and **do not honor DNR directives**. A healthcare power of attorney **will** be honored.

If a patient should provide his/her advance directive a copy will be placed on the patient's medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment.

In order to assure that the community is served by this facility, information concerning advance directives is available at the facility. While the state of Florida does not have required a specific form for an advance directive, free sample forms are available at <http://ahca.myflorida.com> or by calling 1-888-419-3456.

Patient Rights Notification

Each patient at the center will be notified of their rights in the following manner:

- A written notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A verbal notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A posted notice visible by patients and families waiting for treatment.
- Physician ownership/Physician participation

Patient Signature: _____

Date sent/ Presented to patient: _____

By (staff signature): _____

Center retains a copy for file

Partner with Us for Safety and Quality

The patient and family are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs, and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate at the Florida Department of Health or Medicare (numbers provided in this flyer). The surgery center will respond in writing with notice of how the grievance has been addressed.

Contacts:

Coastal Surgery Center, LLC
Sara D. Sutton, ARNP, Director of Nursing
4147 Southpoint Drive East
Jacksonville, FL 32216
904-332-6774

Medicare Beneficiary Ombudsman
1-800-MEDICARE
1-800-633-4227
www.medicare.gov
(Ombudsmanlink is on left hand column)

Agency for Health Care Administration
Consumer Assistance Unit
2727 Mahan Drive
Tallahassee, FL 32308
888-419-3456
800-487-3183

Accreditation: The Joint Commission
Office of Quality Monitoring
One Renaissance Blvd.
Oak Brook, IL 60181
Phone: 630-792-5800
Fax: 630-792-5636