

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 or procedure.

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 require a specific form for an advanced directive, free sample forms are available at <http://acha.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): _____

Patient Grievances

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

Kate Renner, APRN Director of Nursing

4147 Southpoint Drive, East

Jacksonville, FL 32216

Medicare Beneficiary Ombudsman

1-800-MEDICARE

1-800-633-4227

www.medicare.gov

Agency for Health Care Administration

Consumer Assistance Unit

2727 Mahan Drive

Tallahassee, FL 32308

888-419-3456 or 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