

CenterOne Surgery Center

WHAT WE ARE: is an outpatient surgical and procedural facility licensed in the State of Florida.

WHO WE ARE: is owned by physicians, and was developed to provide a safe and comfortable medical facility that would provide efficient and effective services to patients.

WHY WE WERE OPENED: Outpatient care has been proven to increase patient comfort through personalized care while delivering quality services. CenterOne Surgery Center is committed in providing personal attention and quality services to their patients in and around the Jacksonville area.

YOUR RIGHTS AS A PATIENT: You have the right to choose the provider and the facility for your health care services. You will not be treated differently by your physician if you obtain health care services at another facility.

YOUR CHOICE: Your physician may have ownership interest in the Center. Please discuss with your surgeon your questions or concerns, if you may want to have your procedure at an alternative health care facility.

CREDENTIALS: All of the physicians and anesthetists have been credentialed according to AAAHC standards. Information is available upon request.

PATIENT GRIEVANCES: If patients have complaints or concerns in regard to your care at CenterOne Surgery Center, they are encouraged to fill out a grievance form, which is available upon request at the front desk. Contact numbers are available below.

MALPRACTICE INSURANCE: Your physician has malpractice insurance to meet the State of Florida requirements or an irrevocable letter of credit or escrow account in an amount of \$250,000/\$750,000, in accordance with Chapter 675, F. S., for a letter of credit and s. 625.52, F.S., for an escrow account.

ADVANCED DIRECTIVES: If you have an advanced directive or living will, the Center will still transfer you to the closest hospital which will make decisions about following any advance directive or living will. You have a right to have your living will present in our medical record at the Center and to be informed of the Center's policy prior to the date of admission. Information on advance directives and forms can be found at the following web site.

<http://www.floridahealthfinder.gov/reports-guides/advance-directives.shtml>

Consumer Complaints for the FL Department of Health can be made to:

Visit http://ahca.myflorida.com/Contact/call_center.shtml

Call Complaint hotline at 1-888-419-3456

For Medicare Office of the Medicare Ombudsman

Visit www.cms.hhs.gov/center/ombudsman.asp

Call 1-800-Medicare