

SURGICAL CENTER FOR EXCELLENCE

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. Physicians joined together to open the Surgical Center for Excellence to provide personal attention and quality services to their patients in and around Bay County.

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. The following physicians have ownership in the center—Daniel Daube, Jr., MD; James Beggs, MD; Martin Hasek, MD, Michael Gilmore, MD; Gregory Grantham, DMD; Daniel Fietz, DPM; Robert Steigler, DPM; Jalal Sidani, DPM and Horacio Rodriguez-Jimenez, MD. 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 anesthesiologists 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 the Surgical Center for Excellence, 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 may carry malpractice insurance or may have elected not to carry medical malpractice insurance but agrees to satisfy any adverse judgments up to the minimum amount pursuant to Florida Statute 458.320(5)(1), or 459.0085(5)(g)1.

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 be informed of the Center's policy prior to the date of admission. State information and forms can be found at the following web site.

ahca.myflorida.com/mchq/health_facility_regulation/HC_Advance_Directives/index.shtml (for copies of publication call toll free 1-888-419-3456)

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

Write Agency for Health Care Administration, Customer Assistance Unit, 2727 Mahan Drive, Bldg.1, Tallahassee, FL 32306

Visit www.fdhc.state.fl.us

Call Complaint hotline at (888) 419-3456.

For Medicare: Office of the Medicare Ombudsman at www.cms.hhs.gov/center/ombudsman.asp