

LAUREL
LASER & SURGERY
CENTER

Patient Handbook



Accredited by the
ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

THE LAUREL LASER & SURGERY CENTER
800-494-2020

Serving you at two locations...

Brookville, PA Altoona, PA
814-849-0898 814-949-1914
www.laureleye.com

PATIENT HANDBOOK

Welcome

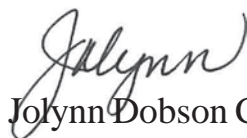
Welcome to the Laurel Laser & Surgery Center (LLSC). At the LLSC, our priority is the care of our patients. We are pleased to offer you the option of having your surgery at one of two state-of-the-art ambulatory surgery centers. Our dedicated surgeons and nursing staff will work diligently to provide you with a professional and pleasant out-patient surgical experience; we are committed to focusing specifically on your needs.

This handbook is intended to provide you with helpful information and instructions. I encourage you to read it and to familiarize yourself with our services and policies. Should you have any questions, the nurses caring for you will be happy to answer them before or after your eye surgery.

We are committed to do everything that we can to make your out-patient surgery at the LLSC as comfortable as possible. Should you have any compliments or concerns that you wish to share, please call me at 814-849-8344.

Again, welcome.

Sincerely,



Jolynn Dobson Cook, RN, COE, CASC

Administrator

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HOW TO USE THIS HANDBOOK

The information in this booklet is designed to help prepare you for your procedure at the Laurel Laser & Surgery Center. Feel free to bring it with you. Use the “NOTES” section to write down any questions about your procedure or surgery in order to discuss them with your doctor or the nurses caring for you. Please note that there are two LLSC locations: Brookville, PA and Altoona (Duncansville), PA. If you need to contact us, please indicate the LLSC location where you are having surgery. This handbook is intended to cover general instructions. **If the nurse has given you instructions that are different, follow those specific instructions individualized for you and your needs.** If you have questions or concerns, please call or ask. We are here to help and assist you.

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BEFORE YOU ARRIVE

MEDICAL CLEARANCE: A physical examination with a qualified licensed health care practitioner must be completed prior to arriving for surgery. This is very important and failure to have a recent history and physical exam/medical clearance will likely result in rescheduling (cancelling) your surgery.

Please refer to the additional pre-operative instruction sheet provided to you for your specific procedure.

BLOOD THINNERS: If you take blood thinners such as Warfarin, Plavix, Lovenox, Coumadin, Aspirin, NSAIDS (Advil, Ibuprofen, Motrin, or Aleve), multivitamins, Vitamin E, garlic, or other supplements, please refer to your pre-operative instruction sheet for directions on their use. If you have been instructed to stop your blood thinner(s), you should consult your primary care physician two weeks prior to surgery to get instructions on how to take these special medications. Please inform the nurse at the LLSC of any recent changes in your medication regimen. Please call us if you are unsure or have any questions.

SMOKING: If you are a smoker, you should stop smoking at least 24 hours prior to your surgery. Be sure to notify those accompanying you that the Laurel Laser & Surgery Center property is entirely smoke free; this is inside and outside our buildings. **Smoking anywhere on Laurel Eye Clinic property is prohibited.**

Please refer to the additional pre-operative instruction sheet provided to you for your specific procedure.

THE DAY BEFORE YOUR SURGERY

If you are not feeling well, develop a cold, cough, vomiting, diarrhea, or fever, or if you have been exposed to any contagious illness or if you have any other health problem, please notify the Laurel Laser & Surgery Center or the Laurel Eye Clinic, immediately.

No later than the afternoon before your surgery, a nurse from the surgery center will call you to confirm your surgery and the time that your procedure is scheduled. (If your surgery is on Monday, you will be called by the Friday before.) During the telephone call before surgery, the nurse will instruct you as to what time to report to the Laurel Laser & Surgery Center. You may also be asked some questions regarding your medications and general health. **Please inform the nurse if you are a diabetic.**

Unless the nurse gives you other instructions, you may have solid food until midnight. After midnight, you may not have anything to eat or drink. If your arrival time is scheduled for 2:00 p.m. or later in the day, you may have a **clear liquid** breakfast, but nothing else after 7:00 a.m. the day of surgery. **Do not** chew gum, eat mints, drink coffee, use tobacco, or consume alcohol. Strict hygiene is necessary, thus a thorough bath or shower the night before or morning of surgery is required.

If you do not receive a call by 3:00 p.m. the day before your surgery, please call the Laurel Laser & Surgery Center at 1-800-494-2020, give them your name, and ask for the nurse who schedules surgery. Be sure to tell the operator where you are having your surgery. Since there are two surgery center locations, it is important to clarify which location you are going to: **Brookville or Altoona (Duncansville)**.

THE DAY OF YOUR EYE SURGERY

Please report to the LAUREL LASER & SURGERY CENTER, next door to the Laurel Eye Clinic. Go directly to the check in desk inside and speak with the person seated there.

Plan to arrive at the time given to you by the nurse; you will need to complete some paperwork upon your arrival. Be sure to bring a list of your allergies. Bring all current medications with you. If you use inhalers, also bring them with you to the surgery center.

If you are having eye surgery: Bring your blue bag, its contents (sunglasses, plastic shield, and tape), and your eye drops on the day of surgery.

SPECIAL INSTRUCTIONS

Take only the medications the nurse instructed you to take with a small sip of water before coming to the surgery center. Please dress in clean, comfortable, loose-fitting clothing and a short sleeved shirt. You will not change your clothing for eye surgery. If you are having a different procedure, you may need to change into a hospital gown. We may remove your shoes, so be sure that they are easy to take off and put on. Paper shoe covers will be placed on your feet and a paper cap will be put on to cover your hair. If you wear a wig, it will need to be removed before going into the operating room; your head will be covered with a paper cap. Be sure to let the nurses know again, if you are a diabetic or have any special needs.

PLEASE BRING YOUR INSURANCE INFORMATION AND PHOTO IDENTIFICATION for the registration process. If you do not have insurance or if you are having a special lens or procedure that is a non-covered procedure, you will be asked to present your

check or credit card to pre-pay when you check in. You will sign a consent form for the procedure when you arrive.

LIVING WILL/ADVANCE DIRECTIVE: If you have a Power of Attorney, Living Will, or Advance Directive for health care, please provide a copy of this document at the time that you check in.

You will be asked to identify yourself and you will receive an identification bracelet.

YOUR SAFETY

DRIVER REQUIRED: Regulations require that you have someone with you to drive you home after the procedure. You will not be permitted to leave without a driver. You will be unable to drive for 24 hours after surgery. The person accompanying you must wait in the reception area throughout the procedure and join you afterward. We expect that the person(s) accompanying you will not leave the LLSC until your surgery is completed. If your designated person leaves the waiting area, please have them inform the person at the front desk.

FOR EYE SURGERY PATIENTS: For your safety and if you have eye surgery, you will need someone who can assist you with eye drops. It is strongly recommended that you have a responsible adult with you for the first 24 hours after surgery. You may be given prescription(s) for eye drops that must be started after your surgery. Additionally, you will need to return the next day after your surgery for your one day post-op exam.

IN THE SURGICAL HOLDING or PRE-OP AREA

After paperwork completion, and any balances due are paid, you will be taken to the pre-operative area where you will be helped onto the surgical cart and be prepped for surgery.

Your eyeglasses, purse, shoes, and any other belongings will be tagged and placed in a locker and returned to you after your surgery. The nurse will put disposable paper shoe covers over your feet or your shoes, and a paper cap over your hair – it resembles a shower cap, but it is made of paper. All of your hair must be covered before going into the operating room; if you wear a wig, it must be removed. The certified, registered nurse anesthetist (CRNA) who is working with your eye surgeon will meet with you prior to going into the operating room.

For eye surgery, you will have a mark (or marks) drawn above the eye that is going to be operated on with a surgical marker.

You will be asked several times prior to your surgery, by several different nurses and the nurse anesthetist, to identify the eye (or the body part), that you are having surgery on; this is normal procedure. Every patient is asked this question several times in order to check and double check that all paperwork is consistent and that the correct eye, or body part, is identified before going into the operating room.

Your nurse anesthetist will review the details of your surgery that were also reviewed by your surgeon. He or she will ask you to sign a consent for your anesthesia. Feel free to ask any of your surgical team questions at this time. If you do not understand something, it is important for you to let the nurse know; we are happy to answer your questions.

In the pre-op area, you will be connected to a blood pressure cuff and a heart monitor that will remain with you throughout your procedure. Additionally, you will have a small monitor (pulse ox) gently clipped on your finger. This monitor tracks your oxygen level during surgery. You will also have an IV port (called a saline lock) put into the back of your hand or your arm.

Your anesthesia is given through this port. (Note: After your surgery is completed and you are feeling well, your IV will be removed.) You will be covered with a warmed blanket.

WHAT HAPPENS IN THE OPERATING ROOM

You will be taken on a cart into the operating room by the nursing staff. You will be identified by your surgeon and the nurse anesthetist, again. During your surgery you will be cared for by your doctor and the surgical nurses of the Laurel Laser & Surgery Center, who specialize in out-patient procedures.

You will be given gentle sedation through the IV in your hand or arm. A circulating nurse, a scrub nurse, a certified registered nurse anesthetist (CRNA), and your surgeon will provide constant care while you are in the operating room. There is no family visitation in the operating room. The Laurel Laser & Surgery Center often has medical students or optometry students who are observing during surgery. At times, due to various clinical studies that the surgeon may be participating in, there may be other medical professionals observing surgery, and you may hear discussions regarding technology or other teaching discussions during your surgical procedure.

HOW WILL MY FAMILY KNOW WHEN MY SURGERY IS OVER?

Once you are in the recovery area and you are able to get off the surgical cart, you will be walked by the nurses to our step down lounge where you will be seated in a reclining chair and given something to drink and a few crackers. Once you are

comfortable, your family/support person(s) will be summoned by the nurse to join you in the step down lounge. After you have a snack and you are feeling well, the nurse will remove your IV and review your discharge instructions with you and the responsible person that is accompanying you. The person accompanying you will be asked to sign that they have received and understand your discharge instructions.

EYE SURGERY PATIENTS

TYPICAL DISCHARGE INSTRUCTIONS

INCLUDE:

- Take drops with you to your 1 day post-op appointment.
- No driving, operating machinery, or judgmental decisions for 24 hours.
- You may resume normal activities the day after surgery.
- Protect your eye from bumping and **DO NOT RUB** your eye.
- Tape shield over your eye at bedtime for 4 nights.
- Instructions for eye drops will be given to you after your surgery.
- You may bathe – avoid getting water in your eye.

You may be given prescriptions for essential eye drops, which may require a visit to your pharmacy the same day as the surgery. The eye drops will need to be used frequently and may be costly, but they are necessary for your recovery. The person accompanying you will be asked to sign that he or she has received and understands your discharge instructions, including how to take your eye drops and medications after your surgery.

SUNGLASSES

It is very important to protect your eyes from harmful UV rays of the sun. It is especially important after eye surgery. You will be given sunglasses and instructed to wear them while outside.

EYE SHIELD

Depending on your procedure, you may have an eye shield over your eye after your surgery. This shield is a gentle reminder not to touch your eye. You will be given instructions about applying and/or removing the shield before you are discharged. Please discuss questions about your eyeglasses after surgery with your eye doctor at your post-operative visit.

DISCHARGE

Your personal items will be returned to you and you will be permitted to leave with your driver. Your support person may drive the car close to the door to pick you up. Our convenient parking and pick up locations will minimize your need to walk but a few steps after your procedure.

Following your procedure, it is normal to experience mild discomfort. You may take Tylenol for the discomfort. If you are having any problems, such as pain not relieved by medication, vision that becomes suddenly worse, black spots, or flashes of light, please contact the Laurel Eye Clinic at 800-494-2020 or 814-849-8344. Should you experience a medical emergency, call 911 or go to the nearest Emergency Room.

Please discuss options on adjusting your eyeglasses between surgeries with your optometrist.

SMOKE FREE ENVIRONMENT

In an effort to protect our patients, visitors, and employees from the harmful effects of secondhand smoke, smoking is not permitted anywhere on the Laurel Eye Clinic and the Laurel Laser & Surgery Center property. This ban on smoking includes all inside and outside property, including parking lots and grounds. Please refrain from smoking and inform any family members/drivers that smoking is prohibited on all Laurel property.

SMOKING

Smoking is harmful to your health and the health of those around you.

The U.S. Surgeon General has said, “Smoking cessation [stopping smoking] represents the single most important step that smokers can take to enhance the length and quality of their lives.”

Quitting smoking is not easy, but you can do it. To have the best chance of success in quitting, you need to know what you’re up against, what your options are, and where to go for help. You can find information at the American Cancer Society to help you make a plan to stop smoking.

You can get help from the American Cancer Society at 1-800-ACS-2345 or on the Internet at www.cancer.org. If you would like to have your nurse assist you, please be sure to let the nurse caring for you know, and he or she will be happy to provide you with more information.

VALUABLES AND PERSONAL ITEMS

To the extent possible, please leave your valuables, such as jewelry and cash, at home. Since you will not be staying overnight, bring only what you need for a few hours. A small, lockable storage cabinet will be available to you, if necessary. The Laurel Laser & Surgery Center cannot be responsible for your personal belongings.

LANGUAGE INTERPRETER

Patients requiring the assistance of an interpreter are asked to contact the Laurel Laser & Surgery Center at least one week prior to the date of surgery, so that arrangements can be made to properly assist you. Patients with family members who can interpret for the patient must be over the age of 18 with the ability to understand important health and surgical instructions. (Children should not be utilized for this purpose.)

PATIENT RIGHTS AND RESPONSIBILITIES

At the Laurel Laser & Surgery Center, we are committed to protecting the privacy of your medical information. In addition to being a policy of the LLSC, this is also required by state and federal law. The term “information” means health matters, treatment, and payment information that identifies you. The LLSC Notice of Privacy Practices explains how we meet this commitment. The Privacy Notice also explains your legal rights about the information that is in your medical record. Each of our doctors and employees is required to follow the Privacy Practices of the LLSC. If you have any questions, please call us at 800-494-2020 or 814-849-8344.

PATIENT RIGHTS

The Laurel Laser & Surgery Center recognizes the basic human rights of each patient. The following are the list of Patient Rights while in the care of our organization:

1. The patient has the right to respectful care given by competent personnel.
2. The patient has the right, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient.
3. The patient has the right to consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.

4. The patient has the right to have records pertaining to his/her medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.
5. The patient has the right to know what Laurel Laser & Surgery Center rules and regulations apply to his/her conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information, in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his/her behalf to a responsible person.
9. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
10. The patient, or responsible person if the patient is unable to give informed consent, has the right to be advised when the practitioner is considering the patient as part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
11. The patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
12. The patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
13. The patient who does not speak English shall have access, where possible, to an interpreter.
14. The Laurel Laser & Surgery Center shall provide the patient, or patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
15. The patient has the right to expect good management techniques to be implemented within the Laurel Laser & Surgery Center. These techniques shall make effective use of the patient's time and shall avoid the personal discomfort of the patient.
16. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
17. The patient has the right to examine and receive a detailed explanation of his/her bill.

18. The patient has the right to expect that the Laurel Laser & Surgery Center will provide information for continuing health care requirements following discharge and the means for meeting them.
19. The patient has the right to be informed of his/her rights at the time of admission.
20. The patient has the right to know what rules and regulations apply to his/her conduct as a patient.
21. The patient has the right to voice any grievance or suggestion regarding his/her care.

PATIENT RESPONSIBILITIES

The Laurel Eye Clinic and the Laurel Laser & Surgery Center (LLSC) expects its patients to assume the following duties:

1. The patient should provide accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health.
2. The patient should ask questions when he/she does not understand information or instructions, or if he/she does not believe they can follow through with the treatment prescribed by his/her physician.
3. The patient should be considerate of the rights of other patients and the staff of the LLSC by assisting in the control of noise, not smoking, and limiting the number of visitors.
4. The patient is responsible for assuring his/her financial obligations are fulfilled prior to the surgical procedure.
5. The patient is responsible for his/her actions should he/she refuse treatment or not follow physician's orders.
6. The patient is responsible for his/her actions in following the rules and regulations affecting patient care and conduct.
7. The patient is responsible for providing a responsible driver for transportation home and for them to remain with the patient for 24 hours if required by the provider.
8. The LLSC has the right to refuse care to, or dismiss a patient from care, in the event they are disruptive, uncooperative, belligerent, or physically threatening to the staff or other patients. Additionally, the LLSC has the right to refuse care to or dismiss a patient from care in the event that the designated responsible driver is incapacitated, disruptive, uncooperative, belligerent, or physically threatening to the staff or other patients.

RISKS OF SURGERY

Although rare, there are risks with any type of surgery. Complications can be

unexpected and even occur in a person thought or assumed to be in good health. It is important that you understand the most common risks: infection, bleeding, nerve injury, blood clot(s), heart attack, stroke, allergic reactions, and pneumonia. In eye surgery, these risks can be serious and can cause permanent visual loss. These risks can also be fatal. It is essential to communicate with your doctor, anesthesia providers, and nursing staff about any health problems that you know of, prior to your surgery.

NO GUARANTEE

Although the surgeons and doctors at the Laurel Eye Clinic and the Laurel Laser & Surgery Center are dedicated to achieving the best surgical outcome possible for each patient, there is no guarantee or assurance with the results of your eye surgery, vision correction, or other surgical procedure.

EYE SURGERY PATIENTS:

CHOOSING YOUR EYE SURGEON (Ophthalmologist)

Selecting an eye surgeon is your right and also your responsibility. At the Laurel Laser & Surgery Center, we are fortunate to have several eye surgeons (ophthalmologists) who are Board Certified by the American Board of Ophthalmology. If for any reason you wish to select another surgeon, please let us know at least 24 hours prior to any surgical procedure and our staff will be happy to educate you about your options. To inquire, please contact the Director of the Laurel Laser & Surgery Center by calling 800-494-2020 and asking for the Registered Nurse in charge of the surgery center.

AFTER HOURS ANSWERING SERVICE

Should you have a problem following your surgery, you may find out where the closest available doctor is by calling our toll free number at 800-494-2020. Listen carefully to the message and you will be given instructions. Our business hours are Monday through Friday, from 8:00 a.m. until 4:00 p.m. After hours, should you experience a problem, you may call our answering service for directions at the same number: 800- 494-2020. At the end of the recording an operator will come on the line to speak directly to you, or you may leave a message as prompted. If you have difficulty reaching Laurel Eye Clinic, please go to the nearest Emergency Room for assistance.

WIRELESS DEVICES AND CELL PHONES

The use of wireless devices and cell phones is not permitted inside exam rooms and patient care areas of the Laurel Eye Clinic and the Laurel Laser & Surgery Center, as they may interfere with medical and surgical equipment. You may only use a cell phone or wireless device in the reception areas or waiting room.

FOOD

There are several restaurants within close proximity to the LLSC in Brookville and a few miles from the LLSC in Duncansville. You may go out to eat following your procedure. Coffee is provided free of charge for your support person in our waiting room, however, patients must avoid drinking until after their surgery. **Be sure to let us know if you are a diabetic or have any special needs.**

PARKING

Parking is free at the Laurel Laser & Surgery Center. Patients and visitors may park in the parking lot right outside our facility. Follow the signs for the Laurel Laser & Surgery Center entrance the day of your surgery. (There is no need to enter the Laurel Eye Clinic.)

MANAGING AT HOME AFTER YOUR EYE SURGERY

It is very important that you instill your eye drops properly and on time in order to avoid problems after your surgery. If you are unable to instill your own eye drops, you should have someone available to assist you. Bring all drops with you for your appointments after your surgery.

DISCLOSURE

The ophthalmologists (and optometrists) who care for you at the Laurel Eye Clinic, including your eye surgeon, may have an ownership interest in the Laurel Laser & Surgery Center.

INSURANCE AND BILLING INFORMATION
800-494-2020 or 814-849-8344

QUESTIONS

It is important for you to clearly understand what your insurance covers when you have surgery. If you are unsure, you should speak with the surgery scheduler before your procedure. If you do not have insurance, you may be eligible to finance your surgery through our Patient Accounting Office in Brookville, PA.

Please call and tell us that you need to arrange financing for your surgery. You can call toll free at 800-494-2020 or call the Brookville Business Office directly between 8:00 a.m. and 5:00 p.m., Monday through Friday, at 814-849-8344.

GENERAL PAYMENT POLICIES

Please give all related information about your medical insurance to the Patient Services Coordinator at the front desk when you check in for your surgery. Our Patient Accounting Department will file your claims when benefits are assigned to the Laurel Laser & Surgery Center. If your insurance plan does not include Laurel Laser & Surgery Center, or your insurance cannot be verified, payment will be due on the day of the procedure; otherwise your surgery will be rescheduled.

If you have medical insurance prior to the day of surgery, you will be asked to assign benefits to Laurel Laser & Surgery Center and to make a deposit for the amount that your insurance does not pay, such as co-payments, deductibles, co-insurance, and non-covered services; otherwise your surgery will be rescheduled.

NOTE: Lifestyle/deluxe cataract lenses and cosmetic procedures are considered non-covered by Medicare and other insurance companies and must be prepaid.

YOU ARE RESPONSIBLE FOR YOUR INSURANCE BENEFITS

All patients are responsible for the cost and payment for services received at the Laurel Eye Clinic and at the Laurel Laser & Surgery Center. It is important to understand that the two facilities are separate and distinct from each other, and will bill you separately. As a courtesy service to you, we will bill your insurance company for you. However, you are responsible for the payment of all balances due on your account prior to your surgery.

PATIENTS WHO HAVE NO INSURANCE

If you have no insurance, or if you don't provide us with adequate billing information, you will be considered to be a "self-pay patient." Self-pay patients are required to pay their entire estimated bill, at the time of registration, or surgery will be rescheduled.

The Laurel Eye Clinic and the Laurel Laser & Surgery Center accept MasterCard, Visa, and Discover. Personal checks are also accepted. If the deposit you paid is more than your final bill, we will issue you a refund check after your insurance company has settled its portion of the claim. A refund will not be issued until both the ambulatory surgery center (Laurel Laser & Surgery Center) and the physician's bill (sent by the Laurel Eye Clinic) have been paid.

If we owe you a refund and no insurance coverage is involved, you will receive a refund as soon as we have totaled all charges to your account. Any deposit made using a credit card requires that the refund be made to the same credit card.

If you need help with financing your surgery, you or a member of your family should call the Patient Accounts Department at 800-494-2020 or 814-849-8344. The office is open Monday through Friday, from 8:00 a.m. until 5:00 p.m.

ANESTHESIA FEES

You may also receive a separate bill from the anesthesia company. The nurse anesthetists are contracted by the Laurel Laser & Surgery Center and their company will bill you separately for any anesthesia related fees.

SPECIAL UPGRADES AND DELUXE LENSES OR NON- COVERED PROCEDURES

There is no additional charge for a traditional lens implant with cataract surgery. If you opted for one of the Lifestyle "Deluxe" lenses, rather than the traditional lens, you will be required to pay for that lens when you arrive for your surgery. If you are having a cosmetic procedure or surgery, you will be required to pay in full upon arrival the day of the procedure.

UNDERSTANDING YOUR SURGERY BILL

As you prepare for your surgery, we want to make sure you understand how you will be billed for the services you get. At a minimum, you will receive three separate bills for your surgery. Depending on your specific surgery, you may also get additional bills. The success of your surgery depends on a team effort by many dedicated professionals, including those in our center. Because government and insurance rules do not permit us to bill or collect money for other team members, each member of the team must send you a separate bill and collect payment from you separately.

We realize that these multiple bills can be confusing. Our staff will do their very best to help you with questions and guide you to the proper sources of information. If you have any questions about this information, please contact us at 814-849-8344, option 3.

Here is an explanation of the bills you will get:

SURGERY CENTER'S BILL

You will get a bill from the Laurel Laser & Surgery Center for what is known as the "facility fee". This fee is for the staff and equipment we provide for your safe and successful experience here. Questions and payments regarding your surgery center billing should be addressed to this office: 814-849-8344, option 3.

PHYSICIAN'S BILL

Your surgery will be performed by a doctor from the Laurel Eye Clinic. Since the surgeon is not an employee of the center, they will bill you separately for their services. The physician's bill will be sent from their office. Questions and payments regarding your surgery center billing should be addressed to this office: 814-849-8344, option 3.

ANESTHESIA BILL

The anesthesia you receive during your surgery will be provided by SS Anesthesia Corporation or RemCare Anesthesia Solutions. The anesthetist will give you IV sedation and will monitor you throughout the surgery. You will get a separate bill for these services. You must address all questions regarding these services and send all payments to SS Anesthesia Corporation (Brookville) - 412-831-3744 or RemCare Anesthesia (Duncansville) - 1-800-242-1131, ext. 4617.

OTHER BILLS

Depending on several factors related to your particular surgery, you may receive services for which you will get additional bills. These additional bills may include a

Laboratory/Pathology bill (CBL Pathology), which may include biopsies, blood testing, cultures, or tissue sampling. You will receive a separate bill from the provider for each of the applicable services. You must address all questions and send payments separately to the individual provider.

REGISTERING A COMPLAINT OR FILING A GRIEVANCE

Should you have a concern or any issue with your care, please contact the Laurel Laser & Surgery Center at 800-494-2020 and request to speak to the Clinical Director.

He or she will be able to assist you with the proper steps to take to file a complaint or a grievance.

The Laurel Laser & Surgery Center has a formal grievance policy and the Clinical Director will be able to provide you with this information and educate you

about the grievance policy. Usual business hours are Monday through Friday between 8:00 a.m.

and 4:00 p.m. You may also send a grievance or complaint to: Laurel Laser & Surgery Center

(Brookville), Attention: Clinical Director, 52 Waterford Pike, Brookville, PA 15825 or Laurel Laser

& Surgery Center (Altoona), Attention: Clinical Director, 176 Vision Drive, Duncansville, PA

16635

The Clinical Directors may be contacted for any health, insurance, or payment issues and will be happy to assist you or to direct you to the appropriate person.

Brookville Clinical Director: 814-849-6561

Altoona Clinical Director: 814-949-1914

You can always get assistance, Monday through Friday, from 8:00 a.m. – 4:00 p.m. by dialing one of our main numbers: 800-494-2020 (toll free) or 814-849-8344

Please remove this page, fill it out, and bring it along with the following items to the LLSC on the day of your eye surgery.

THINGS TO BRING WITH YOU THE DAY OF YOUR SURGERY

- Photo Identification (driver's license / photo I.D., etc.) All insurance cards
- Personal check or credit card for any fees or balances due, which must be paid for prior to your surgery. (This is required, unless you have contacted Patient Accounts in advance.) Failure or inability to pay will result in rescheduling your surgery.
- Your current medication bottles and any inhalers that you use; please bring any over-the-counter medications that you use on a regular basis. (If you are not sure, bring it with you to show your nurse)
- List of your allergies to medications or other substances
- Telephone number(s) for your family members or contact person Telephone number of your pharmacy
- Advanced directive/living will (if applicable)
- EYE SURGERY PATIENTS: bring your blue bag with all eye drops that you were using before your eye surgery

WE'RE HERE IF YOU NEED US OR IF YOU HAVE ANY QUESTIONS:

800-494-2020 Toll Free Laurel Laser & Surgery Centers

814-849-0898 Laurel Laser & Surgery Center in Brookville, PA 814-

949-1914 Laurel Laser & Surgery Center in Altoona, PA 814-849-

8344 Billing Questions and Patient Financing Options



1-800-494-2020
www.laureleye.com

BROOKVILLE OFFICE:

52 Waterford Pike
Brookville, PA 15825
814.849.8344

ALTOONA OFFICE:

176 Vision Drive
Duncansville, PA 16635
814.949.8808