



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 Duncansville, PA

814-849-0898 814-949-1914

www.laureleye.com

www.laurellaser.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 outpatient surgical experience. We are committed to focusing specifically on your needs.

This handbook is intended to provide you with helpful information and instructions. We 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 doing everything that we can to make your outpatient surgery at the LLSC as comfortable as possible. Should you have any compliments or concerns that you wish to share, please call.

Again, welcome.

Sincerely,

Tiffany Berardinelli, RN
Clinical Director / Administrator (Duncansville)
814-849-6761

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HOW TO USE THIS HANDBOOK

The information in this booklet is designed to help prepare you for your procedure. 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.

BLOOD THINNERS: If you take blood thinners such as Coumadin (warfarin), Plavix, Eliquis, Xarelto, Effient, Pradaxa, Lovenox, Heparin, 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 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 LLSC property is entirely smoke free; this is inside and outside our buildings. **Smoking anywhere on LEC and LLSC properties 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 cold symptoms, cough, vomiting, diarrhea, fever, if you have been exposed to any contagious illness, or if you have any other health problem that requires evaluation by your PCP or ER, please notify the LLSC or the Laurel Eye Clinic, immediately.

No later than 4:00 p.m. the day 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 LLSC. 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 food until midnight. After midnight, you may not have anything to eat or drink. **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 4:00 p.m., the day before your surgery, please call the LLSC at 1-800-494-2020. Give them your name and ask for the nurse who performs pre-operative phone calls. It is important to verify that your contact information (phone number(s), address) is up to date. Since there are two surgery center locations, it is important to clarify which location you are going to: **Brookville or Duncansville.**

THE DAY OF YOUR EYE SURGERY

Please report to the LLSC, 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 sign paperwork upon your arrival. 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 (if prescribed) 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 LLSC. Please dress in clean, comfortable, loose-fitting clothing and a short sleeved shirt. You will not change your clothing for cataract surgery. If you are having a different procedure, you may need to change into a hospital gown. We will remove your shoes, so be sure that they are easy to take off and put on. Covers will be placed on your feet and a cap will be put on to cover your head. If you wear a hairpiece, it may need to be removed before going into the operating room. 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, have a balance due to be paid, 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. Please Note: LLSC suspends Advanced Directives upon admission. All life saving measures will be implemented in the event of a life threatening emergency.

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 at least 24 hours after surgery. The person accompanying you must wait in the reception area throughout the procedure and join you afterward. If your designated person leaves the waiting area, please have them inform the person at the front desk.

For your safety, 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 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, shoes, and any other belongings will be tagged and returned to you after your surgery. Cell phones, purses, wallets, and valuables should be left with your driver. Leave all non-essential valuables at home. The LLSC is not responsible for your belongings. The nurse will put covers over your feet and a cap over your head. All of your hair must be covered before going into the operating room. The certified registered nurse anesthetist (CRNA) that is working with your surgeon will meet with you prior to going into the operating room.

The staff will place a sticker on or around the correct surgical site and 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 many different staff members, 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 confirm that all paperwork is consistent and that the correct eye (or body part) is identified before going into the operating room.

Your CRNA will review the details of your health history and plan for sedation. He or she will ask you to sign a consent for your anesthesia. Feel free to ask any 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, a heart monitor, and a finger monitor for oxygen levels. You will also have an IV port placed into your hand or arm. 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, CRNA and surgical staff again. During your surgery, you will be cared for by your doctor and the surgical team.

You will be given sedation through the IV in your hand or arm. A circulating nurse, a surgical scrub, a 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 LLSC often has students who are observing during surgery. At times, there may be other medical professionals observing surgery, and you may hear discussions regarding technology or other teaching discussions during your surgical procedure. You have the right to refuse additional observers.

HOW WILL MY FAMILY KNOW WHEN MY SURGERY IS OVER?

After surgery, you will be transported to a post-anesthesia care unit (PACU) where you will be monitored for a minimum amount of time that is specified per procedure. Once you are able to get off the surgical cart, you will be escorted by the nurses to our step down lounge where you will be seated in a reclining chair, belongings will be returned, and you will be given something to eat and drink. Your family/support person(s) will be summoned by the nurse to join you in the step down lounge. Discharge instructions will be reviewed with you and the responsible person that is accompanying you.

EYE SURGERY PATIENTS

TYPICAL DISCHARGE INSTRUCTIONS INCLUDE:

- Take drops with you to your 1 day post-op appointment (if prescribed).
- 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 1 week.
- Instructions for eye drops will be given to you after your surgery (if prescribed).
- You may bathe or shower – avoid getting water in your eye.

You may be given prescriptions for eye drops or medications, which may require a visit to your pharmacy the same day as the surgery. If prescribed, your discharge instructions will include how to use these drops or medications.

SUNGLASSES

It is always very important to protect your eyes from flying debris and harmful UV rays from the sun. It is especially important after eye surgery. You will be given sunglasses and instructed to wear them while outside for at least 1 week.

EYE SHIELD

Depending on your procedure, you may have an eye shield taped over your eye after your surgery. You will be given instructions about applying and/or removing the shield before you are discharged.

DISCHARGE

After discharge instructions are reviewed, you will need to verbalize understanding and that you are feeling well enough to go home. If nausea is absent, your IV will be removed 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.

LANGUAGE INTERPRETER

Patients requiring the assistance of an interpreter are asked to inform LLSC during surgical scheduling, 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.

PATIENT RIGHTS AND RESPONSIBILITIES

At the LLSC, 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 LLSC recognizes the basic human rights of each patient. The following are the list of Patient Rights while in the care of our organization:

1. To be informed of your rights both verbally and in writing prior to your procedure in a language and manner that you or your representative understands.
2. To exercise your rights without being subjected to discrimination or reprisal.
3. To receive respectful care given by competent personnel.
4. To be free from all forms of abuse or harassment.
5. Upon request, to be given the name of your attending practitioner, the names of all other practitioners directly participating in your care, and the names and functions of other health care personnel who have direct contact with you.
6. To consideration of privacy concerning your medical care program. Case discussion, consultation, examination, check in process and treatment are considered confidential and shall be conducted discreetly.
7. To have records pertaining to your medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
8. To know what Laurel Laser & Surgery Center rules and regulations apply to your conduct as a patient.
9. To expect emergency procedures to be implemented without unnecessary delay.
10. To good quality care and high professional standards that are continually maintained and reviewed.
11. 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 behalf to a responsible person.
12. To receive the necessary informed consent prior to the start of any procedure, except for emergencies.
13. To be advised when the physician is considering you as part of a medical care research program or donor program. You or your responsible person shall be given informed consent prior to actual participation in the program. The patient or responsible person may refuse to continue in a program to which informed consent had previously been given.
14. To refuse drugs or procedures, to the extent permitted by statute. A physician shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
15. To medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.

16. To change your physician if another qualified physician is available.
17. To have access, where possible, to an interpreter if the patient does not speak English.
18. For the Laurel Laser & Surgery Center to provide you or your designee, upon request, access to the information contained in your medical record, unless access is specifically restricted by the attending practitioner for medical reasons.
19. To expect good management practices within the Laurel Laser & Surgery Center. These practices shall make effective use of the patient's time and avoid personal discomfort of the patient.
20. To have your responsible party notified if an emergency occurs and you are transferred to another facility. The facility to which a patient is to be transferred shall be notified prior to the transfer.
21. To examine and receive a detailed explanation of your bill.
22. To expect that the Laurel Laser & Surgery Center will provide information for continuing health care requirements following discharge and the means for meeting them.
23. To submit an advance directive. The LLSC must provide you or your representative in advance of the procedure, with information concerning its policies on advance directives, including a description of applicable state health and safety laws and, if requested, official state advance directive forms. Information on advance directives may also be obtained through caring info at <https://www.caringinfo.org/planning/advance-directives/by-state/pennsylvania/>
24. To express any problem, concern, grievance or suggestion regarding your care at any time before, during, and following your procedure, either verbally or in writing.
25. To file a complaint with the Pennsylvania Department of Health. The Pennsylvania Department of Health is the responsible agency for ambulatory surgical center complaint investigation. Complaints may be registered with the department by phone, 800-254-5164 or in writing to: Pennsylvania Department of Health, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120. A complainant may provide his/her name, address, and phone number to the Department. Anonymous complaints may be registered. All complaints are confidential. The Medicare Beneficiary Ombudsman webpage is <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html>.

PATIENT RESPONSIBILITIES

The Laurel Eye Clinic and the LLSC expects its patients to assume certain responsibilities:

The patient is responsible:

1. To provide accurate and complete information to the best of their ability about their health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. To follow the agreed upon treatment plan prescribed by their provider and participate in their care.

3. To provide a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.
4. To accept personal financial responsibility for any charges not covered by insurance.
5. To behave respectfully toward all health care professionals, staff, and other patients.
6. For the results of your actions should you refuse treatment or not follow physician's orders.
7. For your actions in following the rules and regulations affecting your care and conduct.

RISKS OF SURGERY

Although rare, there are risks associated 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 LLSC 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.

CHOOSING YOUR SURGEON

Selecting a surgeon is your right and also your responsibility. At the LLSC, we are fortunate to have several surgeons who are Board Certified. 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 Clinical Director of the LLSC by calling 800-494-2020.

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 in patient care areas of the LLSC, 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. These devices are to remain with your driver during surgery.

FOOD

There are several restaurants within close proximity to the LLSC. 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 eating or drinking until after their surgery.

PARKING

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

DISCLOSURE

The providers who care for you at the Laurel Eye Clinic, including your surgeon, may have an ownership interest in the LLSC.

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 Patient Accounts Department before your procedure. If you do not have insurance, you may be eligible to finance your surgery through our Patient Accounts Department 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 Accounts Department will file your claims when benefits are assigned to the LLSC. If your insurance plan does not include LLSC, or your insurance cannot be verified, payment will be due on the day of the procedure, or your surgery will be rescheduled.

If you have medical insurance prior to the day of surgery, you will be asked to assign benefits to LLSC 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, or your surgery will be rescheduled.

NOTE: Enhanced package / deluxe lens options 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 LLSC. 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 LLSC 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 LLSC 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 4:00 p.m.

ANESTHESIA FEES

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

ENHANCED PACKAGE / DELUXUE LENS OPTIONS OR NON-COVERED PROCEDURES

There is no additional charge for a traditional lens implant with cataract surgery. If you opted for one of the enhanced package or deluxe lens options, you will be required to pay for that lens when you arrive for your surgery. If you are having a cosmetic (not covered by insurance) procedure or surgery, you will be required to pay in full upon arrival the day of the procedure.

UNDERSTANDING YOUR SURGERY BILL/STATEMENT

As you prepare for your surgery, we want to make sure you understand how you will be billed for the services you receive. Depending on your specific surgery, at a minimum, you may receive three separate bills or statements for your surgery. Government and insurance rules do not permit us to bill or collect money for other entities or providers, so each member must send you a separate bill and collect payment from you separately.

We realize that these multiple bills or statements 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 may receive:

SURGERY CENTER'S BILL/STATEMENT

You will receive a bill/statement from the LLSC 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/STATEMENT

Your surgery will be performed by a doctor from the Laurel Eye Clinic. Since the surgeon is not an employee of LLSC, they will bill you separately for their services. The physician's

bill/statement will be sent from their office. Questions and payments regarding your physician billing should be addressed to this office: 814-849-8344, option 3.

ANESTHESIA BILL/STATEMENT

The anesthesia you receive during your surgery will be provided by a contracted anesthesia group or RemCare Anesthesia Solutions. The anesthetist will give you IV sedation and will monitor you throughout the surgery. You will get a separate bill or statement for these services. You must address all questions regarding these services and send all payments to RemCare Anesthesia (Duncansville) at 1-706-834-9806 for LLSC Altoona/Duncansville procedures. Anesthesia payment questions done in Brookville can call 1-814-849-8344 (Option 3) for further guidance.

OTHER BILLS/STATEMENTS

Depending on several factors related to your particular surgery, you may receive services for which you will get additional bills/statements. These statements may reflect a laboratory/pathology service, which may include biopsies, blood testing, cultures, or tissue sampling. You will receive a separate bill/statement 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 LLSC at 800-494-2020 and request to speak to the Clinical Director. The LLSC has a formal grievance policy and the Clinical Director will be able to provide you with this information. 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 (Duncansville), 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.

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 Duncansville, PA 814-849-8344, Option 3 Billing Questions and Patient Financing Options



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

BROOKVILLE OFFICE:

52 Waterford Pike
Brookville, PA 15825
814.849.8344

DUNCANVILLE OFFICE:

176 Vision Drive
Duncansville, PA 16635
814.949.8808