



HERITAGE ONE DAY SURGERY

5496 E. Taft Road • Suite B • N. Syracuse, NY 13212 • 315-362-2060

A single specialty surgery center specializing in the treatment of acute and chronic pain.

Owners:

Robert Tiso, MD Mary Trusilo, MD
Joseph Catania, MD Jason Lok, MD
Eric Tallarico, MD Rina Davis, MD
Raymond Alcuri, MD

Providers:

Joseph Catania, MD Robert Richman, PA
Jason Lok, MD Eric Tallarico, MD
Ryan McConn, MD Robert Tiso, MD
Mark Profetto, NP Mary Trusilo, MD
Carla Vavala, PA

Administrator:

Tammy Mathews, RN

Thank you for allowing us to participate in your care!

Thank you for choosing Heritage One Day Surgery for your procedure. In order to make your procedure experience as stress free as possible please take the time to read through this information carefully. If we have not answered your questions or you need directions please call 315-362-2060.

You should have received information regarding your procedure at your office visit. The information provided explains the procedure you are scheduled for, the risks and benefits of the procedure, information regarding your medications, eating and drinking. If you did not receive written instructions for your procedure please contact your doctor's office for a copy. You may also visit www.nyspineandwellness.com for procedure information.

Approximately 2 business days prior to your scheduled procedure. We will confirm the date of your procedure, the scheduled time of your procedure, and the time you should arrive at the Center. You will need to arrive 30-60 minutes prior to your scheduled procedure per the reminder call. Please arrive on time, wear loose fitting clothing, remove body piercings (if applicable), and leave all valuables at home.

The following information is important for the staff to know and sharing it with the staff prior to the procedure will help prevent confusion and/or cancellation when you arrive for your procedure:

1. If you are taking any blood thinners (anticoagulants) or aspirin
2. If you are taking any antibiotics
3. If you are on steroid therapy
4. If you have any open or draining wounds, sores, rashes, lice, or bed bugs
5. If you recently (within the last year) had heart stents placed
6. If you are running a fever or coughing up mucous
7. If you have traveled or been in contact with anyone who has traveled outside the country and are experiencing symptoms of illness.
8. If you have had the nasal flu vaccine in the last 2 weeks or the Zostavax shingles vaccine in the last 30 days.
9. If you have any questions

As a courtesy the Benefits Verification Department may contact you via letter or telephone regarding your financial responsibility for the scheduled procedure. If you receive a message asking you to contact the representative please call (315) 552-6753. **Payment is expected prior to or at the time of service regardless of contact with the Center.** If you have a high deductible insurance plan or a large co-pay and will be unable to pay at the time of your appointment arrangements must be made in advance of your procedure and **not** at the front desk of the Center. Heritage One Day Surgery provides charity care to income eligible and uninsured patients through our financial assistance program. For more information regarding your financial responsibility, payment plans, or financial assistance call (315) 552-6753. You may also contact your insurance carrier for benefits information and your financial responsibility. Failure to make arrangements prior to your appointment may result in cancellation of your procedure.

Heritage One Day Surgery asks that you bring a copy of your Advanced Health Care Directives. The information will be scanned into your medical record. Please understand that if you have an existing Do Not Resuscitate Order in place you will be asked to rescind this order during your stay at Heritage One Day Surgery. If you have any questions regarding this please call (315)362-2060 and ask to speak to a Supervisor.

Bring your insurance card(s) with you as it is the responsibility of the front desk staff to verify that we have the accurate information for billing purposes at every visit.

Most procedures require you to bring a responsible adult who is 18 years or older with a valid driver's license to drive you home. The driver of the cab or medical transport does not qualify as your responsible adult. You must be discharged to a responsible adult for every procedure regardless of whether you receive sedation unless your provider notifies you otherwise. If you are finding it difficult to meet this requirement please call the Center prior to your appointment to see if we can help you with your arrangements.

We understand that there are times when children must accompany the responsible adult driver. Please be advised that **children are not allowed beyond the waiting room and the center staff is not responsible for monitoring children at any time.** Remember our patients are here for a serious procedure and are in a significant amount of pain. If your driver must remove disruptive children from the waiting room please advise them to provide the front desk with contact information. Your understanding is appreciated.

The Staff, Patients, and Drivers of the Center ask that you carry on cell phone conversations in the outside hall. Please advise your drivers that disruptive use of cell phones in the waiting room will result in staff asking them to leave the waiting room.

It is important to us that your experience at Heritage One Day Surgery is safe, efficient and professional. Your comments and concerns regarding our center are appreciated. Please let us know if we can improve in any way. This can be done by completing the email survey, writing a letter, completing a suggestion/grievance form and giving it to the Patient Care Representative at the front desk or asking to speak with a supervisor.

Attached is a copy of the Patient's Bill of Rights, Patient's Responsibilities and the Notice of Privacy Practices. Please review prior to your visit.

We look forward to seeing you the day of your procedure.