

**The Urology Center, P.C.  
Ambulatory Surgery Center**

**Hours**

Monday through Friday  
7 a.m. – 3:30p.m.

**Telephone Numbers**

402-397-7178 – ambulatory surgery  
402-397-9800 – 24 hour office number  
1-800-882-4770 – 8:00a.m. – 5:00p.m.

**WELCOME**

We are pleased to have you as a patient at The Urology Center's Ambulatory Surgery Center. The Ambulatory Surgery Center provides many services. Cystoscopies (bladder examinations), X-ray procedures, Lithotripsy, small bladder tumor removals, vasectomies, circumcisions, orchiectomies, and hernia repairs are some of the procedures that can be done in our center.

We strive to make our services convenient, private, and economical.

Our center is Medicare and AAAHC certified.

The Urology Center was one of the first urologic ambulatory surgery centers in the United States.

**Disclosure of Ownership**

The Urology Center, P.C. including our Ambulatory Surgery Center, is owned and operated by Drs. Konigsberg, Kroeger, Gordon, Morton, Koukol, Longo, Lim, Jepson, Leu, and Donovan. Any services that you receive at this location are a part of the operations of The Urology Center, P.C.

**Scheduling Your Procedure**

Your physician and our staff will schedule your procedure with your convenience and comfort in mind.

**Pre-Operative Visit**

Prior to your procedure, the Surgery Center's nurses will conduct a pre-operative visit. During this visit, we will update your health history and current medication list, clarify your planned procedure, answer questions you may have, and give you instructions you will need prior to your arrival. The pre-operative visit will occur either in person or via the telephone. Please feel free to call us to clarify questions that may have arisen after our pre-operative visit.

**Arrival**

You will be given an arrival time prior to your scheduled procedure time based on what preparation needs to be completed prior to your procedure or other tests that maybe scheduled. Arrival times will vary from 15 minutes to 2 hours prior to scheduled tests or procedures.

### **After your procedure**

Instructions for your home care will be given to you before leaving the surgery center. These instructions include diet, medications, symptoms you may experience after the procedure, and follow up appointments.

### **Post-Operative Contact**

The Urology Center nurses will call you within 48 hours of your procedure to make sure you are feeling well and that your questions have been answered.

### **Billing/Financial**

Please come prepared to show your insurance cards/Medicare cards and a photo identification each time you visit The Urology Center. This will keep our records current so we may process your insurance claims accurately. We will file to your primary insurance carrier and provide the necessary documentation for you to file to your secondary insurance carrier.

Your statements will show separate charges for your physician's fee and a facility fee (use of the equipment, building, and personnel). There may be separate radiologist's fees (if you have x-rays taken) and anesthesia fees (if you had General or IV sedation anesthesia). Blood tests and tissue specimens are sent to laboratories outside our facility. Fees for these lab procedures may be billed to you directly by the laboratory.

### **Patient Rights**

You have the right:

- To the highest quality health care possible.
- To be treated with consideration, respect and without discrimination.
- To privacy during treatment and consultation.
- To receive accurate and easily understood information about our physicians.
- To ask questions and get a straight answer.
- To know all your treatment options and to participate in decisions about your treatment, to refuse any operation, procedure, or treatment; to seek a second opinion.
- To be told when your treatment will be part of a research study and your right to refuse to participate.
- To be informed about your continuing health care needs.
- To inquire about the possibility of financial aid.
- To talk in confidence with our staff and to have your health care information protected. You have the right to review and copy your own medical record and request an amendment to the record if you feel it is not accurate, relevant or complete.
- To speak your mind and expect an honest response from the doctor and everyone on our staff.
- To file an advance medical directive.
- To be free from all forms of abuse or harassment.
- To exercise your rights without being subject to discrimination or reprisal.
- To register a complaint with our office administrator about the operations of our office including waiting times, operating hours, the conduct of health care personnel and the adequacy of our health care facilities and to get a response to your complaint.

Register a complaint with: The Urology Center PC administrator  
Laura Forehead  
111 South 90<sup>th</sup> Street  
Omaha NE 68114  
402-397-9800

Michael Grutsch, PA-C  
DHHS Division of Public Health Investigations  
1033 O Street, Suite 500, Lincoln NE 68508  
402-471-0175

Office of Medicare Beneficiary Ombudsman  
[www.medicare.gov/Ombudsman/acitivities.asp](http://www.medicare.gov/Ombudsman/acitivities.asp)

You have the responsibility:

- To keep your appointments.
- To provide complete information about your past health.
- To let us know if you do not understand or cannot follow our health care instructions.
- To cooperate fully in the treatment program in which you and your doctor have agreed to.
- To be prompt in the payment of your account.
- To provide all information necessary to qualify for any financial assistance you may request.
- To provide information about current medications or treatment being rendered by other physicians.
- To provide us with accurate demographic information including phone number, address, employer information and insurance information.

### **Advance Directives**

Because of the scope of care at this facility is limited to elective outpatient surgical procedures, regardless of any advance directives or instructions from a health care health care surrogate or power of attorney any unexpected medical emergency will be aggressively managed with resuscitative or other stabilizing measures followed by emergency transfer to the closest emergency room. The receiving hospital will implement further treatment or withdrawal of treatment measures already begun in accordance with patient wishes, advanced directive or health care power of attorney. If you have any advanced directive forms that you want honored please bring them with you at the time of your appointment so we can have a copy on file. If you need assistance in obtaining or filling out appropriate forms please contact us at 402-397-7178.