



SURGERY PARTNERS

WHAT WE ARE	An outpatient surgical and procedure facility licensed by the State of Florida.
WHO WE ARE	Surgery Partners developed surgery centers to provide a safe and comfortable medical facility that would provide efficient and effective service 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 and provide personal attention and quality service to their patients.
YOUR RIGHT AS A PATIENT	You have the right to choose a provider and facility for your health care service.
YOUR CHOICE	Please discuss with our physician your questions or concerns if you may want to have your procedure at an alternative health care facility.
CREDENTIALS	All physicians have been credentials according to AAAHC standards. Information is available upon request.
PATIENT GRIEVANCES	If patients have complaints or concerns in regards to their care at the surgery center, they are encouraged to fill out a grievance form, which is available upon request at the front desk. The Clinical Administrator or designee will be available to speak to you upon request.
MALPRACTICE INSURANCE	Your physician may or may not have malpractice insurance but has satisfied the state requirements with the state for this election.
ADVANCE DIRECTIVES	If you have an advance directive or living will, the survey center will still transfer you to the closest hospital whom will make decisions about following any advance directives

THANK YOU FOR CONSIDERING HEALTH CARE SERVICES WITH SURGERY PARTNERS

AHCA Consumer Complaint, Publication and Information Call Center:

The agency provides a toll-free telephone system for consumers to call in order to file complaints, receive publications, information and referral numbers. This system can be accessed by calling the number blow between the hours of 8:00AM and 6:00PM Eastern Time, Monday through Friday. Complaints about health care facilities are taken during regular business hours, 8:00AM to 5:00PM, Eastern Standard Time (EST) at (888) 410-3466. Complaints in regard to Medicare are addressed at the Office of Medicare Beneficiary Ombudsman website: www.cms.hhs.gov/center/ombudsman.asp.