



**SPACE COAST SURGERY CENTER
595 NORTH COURTENAY PARKWAY, SUITE 103
MERRITT ISLAND, FL 32953**

- WHAT WE ARE:** An outpatient surgical and procedure facility licensed by the State of Florida.
- WHO WE ARE:** Owned by Surgery Partners, who 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 RIGHTS AS A PATIENT:** You have the right to choose a provider and facility for your health care service. You will not be treated differently by your physician if you choose to obtain health care services at another facility.
- 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 credentialed according to AAAHC standards. Information is available upon request.
- PATIENT GRIEVANCES:** If patients have complaints or concerns in regards to their care at the Space Coast 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 surgery center will still transfer you to the closest hospital whom will make decisions about following any advance directive or living will. You have the right to have your living will present in your medical record at the Center and you have the right to the Center's policy prior to the date of admission. Go to www.surgerycenter.com to view your Patient Rights and Advance Directive Policy. AHCA's Advance Directive form can be found at: www.fdhc.state.fl.us

THANK YOU FOR CONSIDERING RECEIVING HEALTH CARE SERVICES AT SPACE COAST SURGERY CENTER

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 below 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) 419-3466. Complaints in regard to Medicare are addressed at the Office of Medicare Beneficiary Ombudsman website: www.cms.hhs.gov/center/ombudsman.asp**