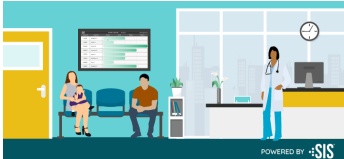


Pre-Admission Portal

Be on the lookout for an email welcoming you to our pre-admission portal. No account creation required! Complete your pre-admit questionnaire and review pre-surgical instructions online (rather than over the phone).

PLEASE COMPLETE 48 HOURS PRIOR TO YOUR SURGERY

Pre-Admission Email



WEST FLORIDA MEDICAL CENTER CLINIC ASC

Welcome! This portal is designed to make your surgical experience more efficient and to provide access to surgical pre-operative questionnaire and instructions. Please note that information you enter will be handled securely. Along with this online questionnaire, we ask that you complete and bring with you the Anesthesia form provided by your physician's office. If you do not have a completed form on your day of surgery, one can be provided during check-in. Should you have any questions, please call the ASC at 850.969.2121. We look forward to seeing you.

Access Patient Portal

Click link to access portal

Once the questionnaire has been submitted, answers cannot be changed. Surgical instructions can be accessed online at any time. Instructions for accessing your portal:

1. A link to access the portal will be sent to the email provided. If a link was not received, or your email was not provided to Medical Center Clinic, please call 850.969.2121.
2. Click Access Patient Portal at the bottom of the email.
3. Enter your first name, last name, and date of birth.
4. Complete the Pre-Admission Questionnaire and review the Pre-Admit Instructions.
5. Once both areas are complete, close the webpage.

Returning Patients: Questionnaires completed within the last 90 days do not have to be resubmitted. Any changes will be addressed when an ASC staff member calls 24 hours prior to your surgery date.

Please call 850.969.2121 should you have any questions.

Fees and Payment Plans

All fees not covered by your insurance must be paid on or before the day of the procedure. Cash, check, or credit card (MasterCard, Visa, American Express, Discover, and Care Credit) are all acceptable payment options.

Payment plans may be negotiated before the time of service, upon request, and will be considered on a case-by-case basis. If you have a payment plan in place with recurring billing, a statement will still be generated and sent to you as a reminder and to reflect current balances and payments made.

For self-pay patients, we offer a 20% discount on charges for services paid in full at or before the time of service. Available discounts for cosmetic services are already considered for prices quoted.

Fees and Payment Plans

In accordance with Florida law, services may be provided in this health care facility by the facility as well as by other health care providers who may separately bill the patient and who may or may not participate with the same health insurers or health maintenance organizations as the facility.

Once insurance processing is complete, you will receive a minimum of three statements:

1. From West Florida Medical Center Clinic Ambulatory Surgery Center (ASC) for the facility fees
2. From the physician who performed your procedure and
3. From the anesthesiology provider(s) who provided anesthesia services (if applicable)

Lab, pathology, and implant charges, if applicable, are not included in any estimate we provide to you.

You may pay less for this procedure or service at another facility or in another health care setting; however, there is no guarantee your provider is on staff at these other facilities.

To find and learn about Florida health care facilities and providers in your area, visit www.floridahealthfinder.gov.

Estimate of Charges

Patients and prospective patients may request from this facility and other health care providers a personalized estimate of charges and other information. Patients and prospective patients should contact each health care practitioner who will provide services in the ASC to determine the health insurers and health maintenance organizations with which the health care practitioner participates as a network provider or preferred provider.

You will be contacted prior to your procedure to advise you of your estimated costs due at the time of service. Every attempt will be made to estimate your portion (the portion of charges your insurance will not cover or deems patient responsibility) as closely as possible. This verification will include MCC physician's surgical fees, facility fees, and any applicable anesthesia fees. You will be given a copy of our estimate on the day of your procedure.

The deposit calculation sheet given on the day of your procedure is strictly an estimated figure. Please be aware that there are many variables which could result in charges being more or less than estimated. The estimated balance is based on your insurance benefits when verified and may vary when insurance is billed.

Amounts collected at the time of service are strictly an estimate, and insurance must process before final patient responsible amounts can be determined.

In the event of any overpayment or credit on your account, signing the deposit calculation authorizes the transfer of the overpayment to any outstanding debt at the Ambulatory Surgery Center and/or Medical Center Clinic.

Advanced Directive Policy

It is the policy of the Ambulatory Surgery Center to make every effort to revive a patient should the need arise. Please advise the staff during your Pre-Admission process of any concerns you may have, or Advance Directives that you have on file.

Should an Advance Directive include DNR (Do Not Resuscitate), the DNR will be temporarily suspended for the purposes of care in the ASC. The patient will be transferred to an acute care hospital and the DNR may be resumed following discharge from the ASC.

Notice Regarding Missed Appointments

In order to be respectful of the surgical needs of patients and practitioners of the Ambulatory Surgery Center, please call 850.969.2122 promptly if you are unable to attend the appointment that has been scheduled for your procedure.

It is necessary that you contact your physician's office to cancel your procedure.

Please be advised, the Ambulatory Surgery Center enforces the "Missed Appointment" policy applicable to scheduled medical procedures. A missed procedure appointment creates an inconvenience to those individuals who need access to the surgery center in a timely matter.

Failure to attend or cancel the scheduled procedure at least 24 hours in advance will result in a \$100.00 "cancellation fee".

Insurance companies allow the fees as an acceptable policy, but it is the patient's total financial responsibility. Insurance companies DO NOT cover the fee.

This policy enables the Ambulatory Surgery Center to utilize available procedure appointments for our patients in need. We sincerely appreciate your cooperation and understanding.

Physician Financial Interests

The physicians of Medical Center Clinic have a financial interest in the Ambulatory Surgery Center. They hold shares of the ownership and may use the ASC to advance their individual financial investments.

Visit Our Website

This packet along with additional information is available on our website at

MCCSurgeryCenter.com

A Special COVID-19 Message for Our Patients

THANK YOU FOR CHOOSING TO HAVE YOUR SURGERY OR PROCEDURE WITH US.

Our center has always strictly adhered to both state and federal infection control requirements to protect our patients. Because your safety remains our number one concern, we want you to know about the additional infection prevention measures we have adopted to provide you, as well as our staff, with a safe clinical environment for your procedure:



We are following the Center for Disease Control (CDC) guidance for **screening all patients** for known symptoms of COVID-19 prior to their appointment.



For your safety, **every person** entering the center, including employees, will **have their temperature taken** prior to entering the center.



We may **stagger arrival times** for patients to maintain smaller groups of people.



We are **using social distancing** throughout the center, including the waiting room.



All employees are wearing masks to protect you. We ask that **you wear a mask or face covering** to the center as well.



For your safety, we are allowing **only one family member to accompany you** on your visit and suggest they remain in their car or someplace outside until you are ready to leave.



Patients with special needs will have considerations made on a case-by-case basis.



Our center has **hand sanitizer, tissues and non-touch trash receptacles** in all patient care areas.



And, as an added precaution, we are performing **extra cleaning, throughout the day, of all "high touch" surfaces areas.**

We look forward to seeing you at our center where **your health and safety remain our number one concern.**