

## UPLAND OUTPATIENT SURGICAL CENTER

*an affiliate of* **SCA**

Dear Patient:

Welcome to the Upland Outpatient Surgical Center. We are pleased that you have placed your trust in us to provide your healthcare services.

The Upland Outpatient Surgical Center was designed to provide patients with a more efficient and less stressful environment. Our pleasant atmosphere and highly trained and helpful staff can minimize the anxiety that often comes with having surgery.

In the days before your procedure, you will be contacted by a representative from our Business Office to discuss your insurance coverage, and financial responsibilities to the Upland Outpatient Surgical Center. This conversation will cover co-pays, deductibles, and co-insurance. In addition you will receive a written explanation of your other financial responsibilities to ancillary providers such as anesthesia services, pathology services, and your physician's professional fees. Please do not hesitate to ask for clarification on any of these matters during this telephone call.

Please expect a call from our nursing department prior to the day of your scheduled procedure to discuss pre-operative preparation and answer any questions you may have regarding your procedure. During this call, we will verify your appointment time and arrival time to the facility. It is important that a responsible adult drive you to and from the facility for your procedure. In view of the fact that you will be sedated or receive anesthesia during your visit, we cannot allow you to drive yourself home. Unfortunately, we cannot make any exceptions to this requirement.

When you come to Upland Outpatient Surgical Center, we ask that you do not bring any jewelry or other valuables. We do ask that you bring your Government issued I.D. and insurance card(s) with you as well as your advance payment for co-pays or deductibles based on your conversation with our financial counselor.

If at any time during your visit you have a question regarding a process or your safety, we ask that you "SPEAK UP" and share your concerns with our staff. Our goal is to provide a safe, friendly environment in which your concerns are addressed promptly to your satisfaction.

In closing, we appreciate the trust you have placed in the team at the Upland Outpatient Surgical Center. We will make every attempt to honor that trust by providing the high quality medical care you expect and deserve. We want your visit to be as pleasant as possible under the circumstances and welcome any comments and suggestions you may have.

If you have any further questions, please call us at (909) 981-8755. One our highly qualified team members will be happy to assist you.

Sincerely,

Brian Olson  
Administrator