

# PHYSICIANS SURGICAL CARE CENTER

*an affiliate of SCA*

Dear Patient:

Welcome to Physicians Surgical Care Center. We are pleased that you have placed your trust in us to provide your healthcare services.

Physicians Surgical Care 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 PSCC. This conversation will cover co-pays, deductibles, and co-insurance. Please do not hesitate to ask for clarification on any of these matters during this telephone call.

You may receive a call from our nursing department a few days before your scheduled procedure to discuss your health history, pre-operative preparation and answer any questions you may have regarding your procedure. It is important that a responsible adult drive you, stay with you and drive you home from the facility after 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. You should also plan to have someone with you for 24 hours after your procedure. Unfortunately, we cannot make any exceptions to this requirement.

When you come to our center, 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. We ask that you do not bring jewelry or other valuables to the center.

In closing, we appreciate the trust you have placed in the team at Physicians Surgical Care 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 407-647-5100. One of our highly qualified team members will be happy to assist you.

Sincerely,

Physicians Surgical Care Center Teammates