

# STRICTLY PEDIATRICS SURGERY CENTER

- WHAT WE ARE:** is an outpatient surgical and procedural facility licensed in the State of Texas.
- WHO WE ARE:** is owned by physicians, Seton Healthcare Network and Woodrum/ASD. The center was developed to provide a safe and comfortable medical facility that would provide efficient and effective services to patients.
- WHY WE WERE OPENED:** Outpatient care has been proven to increase patient comfort through personalized care while delivering quality services. Physicians, Seton Healthcare Network and Woodrum/ASD joined together to open Strictly Pediatrics Surgery Center to provide personal attention and quality services to their patients.
- YOUR RIGHTS AS A PATIENT:** You have the right to choose the provider and the facility for your health care services. You will not be treated differently by your physician if you obtain health care services at another facility.
- YOUR CHOICE:** Your physician may have ownership interest in the Center. Please discuss with your surgeon your questions or concerns, if you may want to have your procedure at an alternative health care facility.
- CREDENTIALS:** All of the physicians and anesthetists have been credentialed according to AAAHC standards. Information is available upon request.
- PATIENT GRIEVANCES:** If patients have complaints or concerns in regard to your care at Strictly Pediatrics Surgery Center, they are encouraged to fill out a grievance form, which is available upon request at the front desk. Contact numbers are available below.
- MALPRACTICE INSURANCE:** Your physician has malpractice insurance to meet the State of Texas requirements or more.
- ADVANCED DIRECTIVES:** If you have an advanced directive or living will, the Center will still transfer you to the closest hospital which will make decisions about following any advance directive or living will. You have a right to have my living will present in our medical record at the Center and of the Center's policy prior to the date of admission. State information and forms can be found at the following web site. [http://www.dads.state.tx.us/news\\_info/publications/handbooks/index.html](http://www.dads.state.tx.us/news_info/publications/handbooks/index.html)

Consumer Complaints for the Texas Department of State Health Services can be made at:

**Write** Health Facility Compliance Group (MC 1979)  
Texas Department of State Health Services  
PO Box 149347  
Austin, TX 78714-9347

**Visit** [http://www.dshs.state.tx.us/HFP/complain\\_HFlicensing.shtm](http://www.dshs.state.tx.us/HFP/complain_HFlicensing.shtm)

**Call** Complaint hotline at (888) 973-0022

**For Medicare:** Office of the Medicare Ombudsman at [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)