

SURGERY

New innovative ideas are put into operation. Equipment such as the Trios Stretchers that serve as OR tables and the Neptune Waste Evacuation System that decreases exposure to hazardous waste while reducing waste disposal costs.

There are 4 OR rooms and a Cystoscopy room. Services include General Surgery, Gynecology, Orthopedic, Ear, Nose&Throat, Ophthalmic, Pain Management, Urological, Cryosurgery, Single Port Access (SPA), Bariatric (Weight loss), Oral Surgery, Plastics, and Lithotripsy Services.

AMBULATORY SURGERY UNIT/POST ANESTHESIA CARE UNIT

- This unit is spacious with opportunity to utilize 19 pre and post bays.

ENDOSCOPY UNIT

- This unit includes two procedure rooms and four recovery bays.
- State of the art equipment is utilized to provide a safe and cost effective environment for our patients.

Friendly, courteous and competent staff are available to meet your needs during your stay at Monroe Surgical Hospital.

PATIENT CARE UNIT

- The ten-bed Medical/Surgical unit is bright, are open and spacious, quiet, and private patient rooms located on the south corridor, with easy access to our Ancillary Departments, with a Pharmacy on the unit, and secured during the nighttime hours.

LITHOTRIPSY SERVICES

- A portable unit is transported into a surgical suite designed especially for this procedure with trained and caring staff available to monitor the patient and assist the physician pre-, intra-, and post-operatively.

CENTRALIZED SCHEDULING

Scheduling for services is available during routine physician office hours to assist you and your care provider. We will gladly assist you in scheduling services at a time that is right for you. Insurance information obtained will be forwarded to our preadmission department to assist you with insurance coverage/claim.

Additional Services Billed Separately:

Radiologist— Dr. Ed Worley
Pathologist— Dr. Jerry Liles
Anesthesiologist-- Dr Charles
McIntosh
Consults/Attending Physician
Anesthesia Associates
Radiology Associates

Monroe Surgical Hospital's *Commitment to Quality* :

Quality is the milestone that measures success. The hospital environment caters to the commitment of our quality program. Our staff is not only well versed in the program, they also drive the program. A few key indicators monitored and improved continuously are:

- *—Your opinion counts!l, —Wow! services, overall customer survey, the number of positive and negative variances received interdepartmental, customer ratings, and physician satisfaction.*
- *Response time, number of implemented ideas received from patients, physicians, and staff.*
- *Staff rating of services, facility and work environment , for example— we value your input to improve our services.*
- *Turn around time: fast and efficient for you, your family, and your physician.*

YOUR VISIT —needs and accommodation:

Patient Rooms:

Your room was designed for a short and/or extended stay. The room includes continuous (24/7) nursing to allow expedient recovery and the appropriate care. *Remember—nursing assistance and care is only a call away—each unit is designed with a Nurse Call System easily accessible to patients.*

Monroe Surgical Hospital's General Policies/Information:

Financial Policy / Insurance Coverage:

MSH Registration staff members are trained to assist you with your account. Your insurance coverage will be verified prior to the procedure. Estimated Insurance deductible, co-pay and/or co-insurance will be required at or before the time of service. For your convenience, MSH will file your insurance claims. The patient and/or designated guarantor are ultimately responsible for full payment of all account balances, should the insurance company fail to pay. After final insurance payments are made, all balances should be resolved within thirty (30) days. We gladly accept the following methods of payment: Cash, Check and all major credit cards. Please contact our offices at 318-812-9716 or 1-877-222-4719, should you need any assistance with your account.

If you are in need of financing, Monroe Surgical offers special rates through a financial service. Please ask us for an application or telephone number for assistance.



A General Acute Care hospital
licensed by the State of Louisiana
Accredited by JCAHO

2408 BROADMOOR BLVD. MONROE, LA. 71201
WWW.MONROESURGICAL.COM PHONE:
318-410-0002 FAX: 318-410-1960

Customer Service:

We truly wish to know if our services have met your expectations. You will be asked about your stay prior to discharge. We may also follow-up with you after your discharge within 48 hours of your stay with a courtesy phone call.

Please allow us the opportunity to speak with you regarding your opinions, recommendations, and suggestions. If for any reason you feel we did not meet your needs, let us know. Our

Medical Director would like the opportunity to discuss these issues with you. We believe in customer satisfaction and without your insight and assistance, we cannot improve our processes.

CONTACT INFORMATION

Administration 812-9502

Radiology 812-9517

Surgery 812-9722

Endoscopy 812-9559

Pharmacy 812-9549

Patient Unit 812-2543

Laboratory 812-9522

Admissions 812-9519

Human Resources 812-9502

Central Scheduling 812-9707

Plant Operations 812-9712

Business Office 812-9716

WELCOME TO MONROE SURGICAL HOSPITAL

Employees, Physicians, and Administration at Monroe Surgical Hospital are committed to promoting excellence and innovation in healthcare services: one patient at a time.

Monroe Surgical Hospital which opened in June, 2002, is a 10 bed acute care facility providing a comprehensive array of quality surgical/medical and diagnostic healthcare services in a caring environment for our patients and physicians. We operate in an ethical and cost effective manner consistent with our

purpose of providing quality care for the benefit of patients in *our* community—North Louisiana, Mississippi, and southern

VISION

Promoting excellence and innovation in healthcare services: one patient at a time.

MISSION

The mission of Monroe Surgical Hospital is to provide a comprehensive array of quality surgical and diagnostic healthcare services in a caring environment for our patients and physicians. The company shall operate in an ethical and cost effective

manner consistent with its purpose for providing quality care for the benefit of the community.

GOALS:

- Integrate processes to produce 100% customer satisfaction.
- Monitor key indicators to implement and improve quality.
- Enhance the culture and climate to promote professional growth for staff physicians.
- Incorporate innovative processes and productivity monitoring to enhance healthcare services.
- Provide economic benefits to the community.

Monroe Surgical Hospital's ultimate goal is 100% customer satisfaction. To assist us in achieving this goal, we provide our patients the following:

- A website providing immediate access to us.
- Coordination of service with you, your physician and our friendly scheduling staff.
- Communication with your insurance carrier for any recertification information and/or needs.
- Availability of staff on admission to the facility
- Prompt response from Administration and/or Medical Director in the event of any unforeseen situation
- On site satisfaction survey and needs assessment

IMAGING SERVICES:

The Imaging Department at Monroe Surgical Hospital is equipped with the latest state of the art Radiographic equipment and a digital —filmless system. Your images, or x-rays, are processed and kept on a digital computer storage system

for the absolute best image quality and easy retrieval.

• MRI

The GE1.5T Excite HD MRI unit produces quality imaging in a relatively short amount of time.

• CT SCANNER

Our GE High Speed Scanner produces great images with a very short scan time.

• NUCLEAR MEDICINE

The GE Millenium Nuclear Medicine scanners can perform everything from bone scans to stress tests.

• DIGITAL MAMMOGRAPHY

The Mammography Department is certified by the American College of Radiology for optimum quality.

• DIGITAL ROUTINE RADIOGRAPHY

A digital radiographic room is available, where basic x-ray tests are performed, as well as gastric studies such as Upper GI's.

When you are here for your test, you will be treated with courtesy and professionalism by our staff which has over 100 years

NEUROLOGICAL DIAGNOSTIC STUDIES

- EMG/ NCV's
- EEG

TELEPHONE SERVICES:

Telephone services are available in each patient room. Local calls can be placed by dialing —91 and the telephone number. Long distance dialing is also available with the use of your personal calling card.