

**Village Specialty Surgical Center  
8715 Village Drive, Suite 200  
San Antonio, TX. 78217  
210/477-1775**

**Advanced Directives**

The Village Specialty Surgical Center does elective, day surgery, and as such does not acknowledge advance directives.

In order to determine if a patient has a Living Will or Advance Directive, the patient is questioned during the admission process since Village Specialty Surgical Center does not honor resuscitative order of an advance directive.

In the event that the patient does present with an advance directive, the patient will be notified that the Village Specialty Surgical Center will not honor do not resuscitate orders of an advance directive and a copy will be made in the event a hospital transfer is warranted by the patient's condition. The Advance Directive will be sent with the patient during the transfer

The parent (s) or guardian (s) of a minor child will at all times be included in the decision-making process regarding the course of treatment for the patient.

In the event of a patient transfer or transfer of medical records from this facility to another, The Advance Directive should be part of the record sent.

Copies of the Texas Advance Directive forms will be made available upon request from the surgery center.

**Complaints/Grievances**

Village Specialty Surgical Center provides a process for complaints, grievances and suggestions including those required by state and federal regulations. Patients are also to be queried for patient satisfaction.

The voicing of a complaint or grievance will not have any effect on the care rendered to the patient. Presentation of a complaint does not in itself serve to compromise a patient's future access to care.

If a complaint or grievance is voiced by a patient or visitor they may initiate a Patient Complaint Form. The Patient Complaint Form will be forwarded immediately to the Administrator.

All complaints will be investigated and the outcome of said investigation will be made available in writing to the complainant within 30 business days of date of complaint.

If the complainant is not satisfied with the results of the investigation they may contact:

Misty Walton  
Administrator  
8715 Village Dr., Suite 200  
San Antonio, TX. 78217  
210/477-1775

Paula Moore, ADMIN.ASST.IV  
PQCU-MC1979  
TX Dept of State Health Services  
PO Box 149347  
Austin, TX 78714-9347  
Fax: 512/834-6653

Medicare Beneficiary Ombudsman  
[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

Accreditation Association for Ambulatory Healthcare  
1(847)853-6060