

Z & B

Zitelli & Brodland Ambulatory Surgical Facility



**This pamphlet contains important information!
Please read immediately to be prepared for surgery.**

Canceling an Appointment

If you must cancel or change an appointment, please call us as soon as possible. This courtesy allows us to schedule another patient for medical care. Please do not fail to show for an appointment. **Failure to keep an appointment or canceling within 24 hours will result in a cancellation fee.**

Shadyside Facility Information

Shadyside Medical Building - 5200 Centre Avenue - Suite 303 - Pittsburgh, PA 15232
Phone: 412-681-9400 – Fax: 412-681-5240 – Billing: 412-681-9480

Shadyside Facility

- ✓ Free wireless internet access available
- ✓ Wound care products available for purchase
- ✓ Seating is limited
- ✓ Please plan to be in the facility the entire day & inform your driver or companion of this as well
- ✓ Doors open M/T/TH 7:15 am W/F 7:00 am

Directions to Shadyside

From East: From I-376 (Parkway) take the Churchill Exit. This will put you onto Penn Ave. Follow Penn Avenue approximately 5 miles. Make a **L** onto Centre Ave. Go approximately 0.9 miles and at the Cypress Street light make **L** into the Medical Building drive, the parking garage will be on the **R**.

From West: From I-279/376 through Fort Pitt tunnels bear **R** towards Monroeville. Take the Forbes Ave/Oakland exit. Continue on Forbes Ave for about 1.5 miles. Turn **L** onto Morewood. At the 4th light turn **R** onto Centre Ave. At the next light turn **R** into the Medical Building driveway, the parking garage will be on the right.

From South: Approaching the city via Liberty Bridge, follow signs to 579 North then to Bigelow Blvd (380 East). Proceed on Bigelow. At the 3rd light continue straight onto Craig Street. At the 2nd light make a **L** onto Centre Ave. Follow Centre to the Cypress Street intersection turn **R** into the Medical Building driveway and the parking garage will be on your right.

From North: From I-279, take the Veterans Bridge exit. Then take the 7th Ave exit towards 6th Ave. Keep merging **L** towards 6th Ave and continue onto Bigelow Blvd (380 East). At the 3rd light on Bigelow go straight onto Craig St. At the 2nd light go **L** onto Centre Ave. Continue on Centre Ave, make a **R** at the Cypress St light into the Medical Bldg. drive, the garage will be on the right.

From Route 28: Take the Highland Park Bridge Exit, cross the bridge & follow signs to Washington Blvd (RT 8). At the 1st intersection, turn **R** onto Washington Blvd (this will turn into Fifth Ave). Follow Fifth Ave to S Aiken Ave. Turn **R** on S Aiken Ave. Continue straight on S Aiken then turn **L** on Centre Ave. Continue to the traffic light at Cypress St and turn **L** into the Medical Building drive & the parking garage will then be on your right.

Parking at Shadyside

Connected to our office building, on Centre Ave, is a parking garage with direct access to our office. The clearance of our parking garage is 6'2". You will need to find metered parking if your vehicle is larger than this. After you park, take the elevators to the 1st floor, turn **R** & go through the double doors, take the next set of elevators to the 3rd floor. Bring your parking ticket with you into the building. You will need it to pay for parking at the pay-stations located by the elevators. We will provide you with a validation ticket, this will reduce your parking rate.

Public Transportation

Shadyside Medical Building is accessible via public transportation. The 71A Negley and 81B Lincoln stop in front of the building. Call Port Authority Transit at 412-442-2000 for more information. The American Cancer Society provides free transportation for Cancer patients. They require a 48 hour notice. Please call 1-800-227-2345 for more info.

Accommodations in/near Shadyside

Family House- 412-647-7777 (you must have a companion if you stay here); **Springhill Suites Pittsburgh Bakery Square,** 412-362-8600; **Friendship Suites** 412-392-1935; **Hyatt House** 412-621-9900; **Shadyside Inn** 412-441-4444; Some hotels offer discounts for medical stays, inquire when making reservations.

Welcome to Our Facility

We are pleased that you have chosen our facility for your surgical care. Our goal is to provide you with the quality care and expertise that you expect and deserve.

Established in 1987, Zitelli & Brodland is a practice which is nationally recognized as a leader and innovator in skin cancer excision and wound reconstruction. We are proud to function as a Mohs surgery training center and to be accredited by the American Council for Graduate Medical Education (ACGME). Our Ambulatory Surgical Facilities are certified by Medicare, the Pennsylvania Department of Health, and are accredited by the Accreditation Association for Ambulatory Health Care. These certifications help advance us in our continued quest for excellence in surgical care provided in a compassionate and friendly manner. The rigorous standards of our various accrediting agencies complement our ongoing efforts for excellence in all aspects of skin cancer treatment.

This brochure has been developed not to replace our personal communication, but to complement it. It will acquaint you with our practice and give you a better understanding of how our facility works. We take great pride in our staff's training and professional capabilities. Please feel free to ask any questions you may have regarding your medical care, fees, insurance, or other office policies. We are concerned about you and want to answer all questions to your satisfaction.

We are always happy to listen to any suggestions regarding our office procedures that will improve the care you receive. It is essential that our patients are well informed, relaxed, happy and above all, confident. For more information about our doctors or skin cancer, please feel free to visit our web site:

www.mohs.md

Our Teaching Program

Dr. Zitelli & Dr. Brodland are on the faculty at the University of Pittsburgh, School of Medicine. That means we are involved in education & research, in addition to providing patient care. As part of our teaching, we help to train medical students and resident doctors in plastic surgery and Otolaryngology. One of our greatest sources of pride is our Accreditation Council for Graduate Medical Education (ACGME) approved Mohs Surgery Fellowship. Our training program is internationally famous and one of the most sought after post graduate training experiences in the nation. As such, we are fortunate to train some of the best and brightest physicians anywhere. The accomplished young men and women come from the most renowned educational institutions in the USA. As 'fellows', they serve as an integral part of the practice, acting as an extension of our surgeons who provide direct oversight and guidance. Occasionally they assist during surgery, but only under direct supervision of our staff physicians, and only with your consent.

Why choose our facility?

- ✓ Our physicians are Board Certified in Dermatology and have undergone specialized training in Mohs Surgery.
- ✓ Our skin cancer services are provided in the Zitelli & Brodland Ambulatory Surgical Facility, a setting which promotes the safest and highest quality care for our patients.
- ✓ Our facilities are State licensed and Medicare certified undergo regular State and Federal inspections for re-licensure and maintenance of certification.
- ✓ High volume makes a difference in better outcomes - on average our physicians perform close to 7000 Mohs surgeries each year.
- ✓ Outcome measures - We constantly measure our facility's outcomes, including cure rates, infection rates and patient satisfaction. We do this to assure that we are maintaining the highest quality of care and to help identify areas for possible improvement.
- ✓ Our facility has no financial relationships with pharmaceutical companies or medical device manufacturers, eliminating a potential source of bias in decision making.

Frequently asked Questions

What is Mohs Surgery?

A highly specialized treatment for the total removal of skin cancer, it is named in honor of Frederic Mohs MD who developed the technique. Mohs Surgery eliminates the guesswork used with all other methods of treating skin cancer. Other methods rely on a pathologist to sample the tissue removed by the surgeon & determine if the cancer was removed. However, this method samples less than 1% of the margins, and the surgeon must take wide margins of normal skin to minimize the chance of leaving cancer cells behind. Mohs surgery differs by examining 100% of the edges of the tissue which gives the Mohs surgeon the ability to go back & remove all the cancer cells. This allows the Mohs surgeon to remove only the cancer cells and leave the normal skin untouched.

What are the advantages of Mohs surgery and what are my chances for cure?

By using detailed mapping techniques and complete microscopic control, the Mohs surgeon can pinpoint areas involved with cancer that are otherwise invisible to the naked eye. Therefore, even the smallest microscopic roots of cancer can be removed. The result is: (1) the removal of as little normal skin as possible, and (2) the highest possibility for curing the cancer. Using Mohs surgery, the percentage of cure is more than 99% for most skin cancers, even when other forms of treatment have failed. Other methods of treatment offer only a 50% chance of success if previous treatments have failed. Other common treatments for skin cancer (including destroying tissue by scraping, burning or liquid nitrogen; routine surgery; radiation; and chemical creams) offer lower cure rates and often result in larger wounds.

When will I be able to return to work?

Most patients are able to return to work the day after surgery. Although we ask that you plan to take it easy for 24-48 hours.

What if I have more than one skin cancer?

Usually we treat only one skin cancer per visit. Each treatment site requires time and special attention. Most insurance companies limit reimbursement to a single skin cancer per day.

What happens the day of surgery? Your appointment will be scheduled early in the day. Our staff will escort you into a surgical suite where we will numb the area around the skin cancer. Once it is numb, the visible cancer and a thin layer of tissue will be removed. This tissue is carefully mapped by the surgeon and taken to our laboratory where the technician will immediately process the microscope slides. You will have a temporary bandage placed over the wound and you will be free to return to the reception area.

The surgical procedure alone takes 10-15 minutes. However, it takes a minimum of 1 1/2-2 hours to prepare and microscopically examine the tissues of each layer. Several surgical stages and microscopic examinations may be required, and you will be asked to wait in the patient reception area between stages. Although there is no way to tell before surgery how many stages will be necessary, most skin cancers are removed in three stages or less.

We would like to make the time you spend with us as pleasant and comfortable as possible. You may want to bring reading material, a digital music player with earbuds or a laptop to occupy your time while waiting for the microscope slides to be processed and examined. You may want to bring a sweater, as the temperature in our office varies. Magazines and beverages will be available in the reception area. If your visit extends through the lunch hour, your companion may visit the hospital cafeteria and bring you a snack or lunch, since you are asked not to leave the reception area of our office.

The most difficult part of the procedure is waiting for the results from the laboratory. Since we do not know in advance how much time is necessary to remove the skin cancer and repair the wound, **we ask that you plan to be in the office the entire day and that you make no other commitments. Please be sure to inform your companion/driver of this as well.**

What complications may occur?

Complications after Mohs surgery are rare, but may include a chance of bleeding or infection. For any complications or questions following surgery, please review the written instruction sheet we will provide to you the day of surgery.

Will I be hospitalized?

No, Mohs surgery is performed in an out-patient surgical suite and you may return home the same day. Hospital facilities are available if necessary.

Will the surgery leave a scar?

Yes, any form of treatment will leave a scar. However, because Mohs surgery removes as little normal tissue as possible, scarring is minimized. Immediately after the cancer is removed, we may choose:

- (1) to leave the wound to heal itself
- (2) to repair the wound with stitches
- (3) to close the wound with a skin graft or flap

This decision is based on the safest method that will provide the best cosmetic result.

Will I have pain after surgery?

Most patients do not complain of pain. If there is any discomfort, Tylenol is all that is usually necessary for relief. We do ask that you plan on taking it easy for 24-48 hours.

Preparing for Surgery

Upon Diagnosis: Please take a photo with your cell phone or personal camera so that the biopsy site can be identified at the time of your surgery.

The Morning of Surgery: Please bathe/shower and wash your hair. This will minimize the risk of a surgical site infection.

Transportation: Since the doctor may give you a mild sedative, *it is necessary that you arrange to have a companion drive you from our facility. Failure to do so may result in having to reschedule your appt. Seating is limited and we ask that you have only 1-2 companions.* Please refer to the public transportation section of our website for more info.

Medical History: At least **1 week** before your appointment, please complete your online paperwork or complete and mail back your hard copy paperwork to our Shadyside office – Shadyside Medical Building, 5200 Centre Avenue, Suite 303, Pittsburgh, PA 15232. Please provide a current insurance card & your primary care physicians name and address at check in. **Please plan to arrive about 10 minutes before your scheduled appointment.**

Medications: Continue medications prescribed by your doctor including blood thinners like Coumadin/aspirin, except Erectile Dysfunction meds. **DO NOT** take any ED meds 72 hours prior to your appt. If you are taking medicine or herbal supplements without your doctor's orders, please discontinue 10 days prior to your surgery appt. **(including Aspirin, Anacin, Bufferin, Excedrin, Alka Seltzer, Percodan, Oral Vitamin E & Ginko Biloba, Fish Oil).** You may take Acetaminophen (Tylenol) Ibuprofen (Advil/Motrin) or Naproxen (Aleve) for pain. Alcohol will also promote bleeding, so avoid alcohol 48 hours before surgery. Please avoid wearing make-up, perfume, nail polish, and jewelry. **If you require oxygen, be sure to bring enough of a supply to last the entire day. We do not have additional oxygen supplies.**

Breakfast: The day of surgery, we suggest that you eat your normal breakfast, unless otherwise specified.

Nursing Home Patients: These patients are required to bring a companion with them to help with their needs throughout the day. We are not staffed to help with individual/special care.

Important Reminders

- **DO** take your prescription medication on schedule however, please discontinue any self-prescribed blood thinners like aspirin, ibuprofen etc. 10 days prior to your appointment.
- **DO NOT** take any Erectile Dysfunction medication 72 hours prior to your surgery appointment.
- **DO** bathe & wash your hair prior to surgery to minimize the risk of infection.
- **DO** eat a normal breakfast, unless instructed otherwise.
- **DO** dress comfortably and bring a sweater our office tends to be cold.
- **DO** plan on being in our office most of the day **DO NOT** make any other commitments on the day of your surgery.
- **DO NOT** consume any alcohol 48 hours prior to your surgery.

After Surgery

Wound Care: 48 hours of inactivity is recommended after Mohs Surgery. Instructions for wound care will be discussed by staff and in provided in written form. Wound care ranges from simply protecting and preserving a bandage applied in the facility to daily changes of the bandage. Should wound care be necessary the bandage materials are available for purchase in our office.

Follow up appointments: Usually one return visit is all that is needed to examine the healed surgical site or to remove your surgical dressings. Afterwards, you may return to your referring physician for routine check-ups. A follow-up period of four years for the treated skin-cancer is essential. After having one skin cancer, statistics show that you have a higher chance of developing a second skin cancer. You should have your skin checked by your referring dermatologist at least once a year for four years not only to examine the treated skin cancer, but also to check for new skin cancers.

Protect yourself: The best protection from skin cancer is to avoid the harmful ultraviolet rays of the sun. Even if you tan easily, the sun can contribute to skin cancer in two ways. First, the sunlight damages the genes that control cell growth, and second, sunlight damages the body's immune system so that early cancers grow unchecked by normal immune defense. Minimize exposure by:

1. Using any sunscreen with a sun protection factor (SPF) of at least 30 and preferably with UVA/UVB protection when you spend any time in the sun. The most effective sunscreens have special stabilizers. These include Neutrogena with Helioplex, and those with Mexoral.
2. Avoid sun exposure during mid-day hours (10 a.m. to 4 p.m.).
3. Do not stay outdoors unprotected on cloudy days since the ultraviolet light penetrates easily through the clouds.
4. Wear UV protective clothing.

If you follow this advice it may not be necessary to restrict your outdoor activities or change your life-style.

Patient/Insurance Billing

Please be sure to bring your current insurance cards with you to each visit. We will need to keep current copies in your records.

It is your responsibility to know if both our physicians and our outpatient facility participate with your insurance and to know if you will be responsible for any out of pocket expense such as deductible and co-insurance. You can check your insurance coverage by calling the phone number on the back of your insurance card to check participation status.

Our billing will include the doctor's professional fees as well as outpatient surgical facility fees.

If there is any question about our participation with your insurance, please contact our office with your insurance information. We help you with the insurance verification, this will help us estimate and advise you of any out of pocket expenses.

Billing Procedures

- ✓ We will bill your insurance carrier for you.
- ✓ Prior to your visit we will provide you an estimate of your out of pocket expense.
- ✓ You will be asked on your appointment date to either pay up front the estimate given or provide us with a credit card to keep on file to charge once the insurance has made their final payment. Insurance will inform us of your responsibility which would be for services not covered by insurance. This includes deductibles, co-pays, & co-insurance amounts, occasionally office visits and cosmetic procedures. We accept cash, check or credit cards.
- ✓ Some insurance plans apply separate co-pays for both the office and the outpatient facility. **You will be responsible for both.**
- ✓ After 60 days, if insurance has not processed the claim, it will become your responsibility.

PLEASE NOTE:

- ✓ **Medical Assistance:** We are NOT participating with medical assistance programs. These include, but are not limited to: Gate-way, MedPlus, UPMC for You, and Unison. In situations where this may be your 2nd insurance, you are responsible for any balance due that is not covered by your primary insurance carrier.
- ✓ **Medicare:** Medicare patients are responsible for paying their annual deductible each year and are responsible for the 20% allowable charges not paid by Medicare thereafter. If you have 2nd coverage, we will also bill this insurance for you. If after 60 days, the 2nd insurance carrier does not cover this portion of the bill, our office will bill you directly.
- ✓ **If prior authorization or referral is required, please contact your insurance company or your primary care physician at least one week prior to your appointment.** Let them know the following: You are having Mohs Surgery and possible reconstruction performed in an outpatient Ambulatory Surgical Facility.
- ✓ Procedure code 17311
- ✓ If you have difficulties understanding or paying our bill, we encourage you to discuss your problem with our billing office staff.

Important Notices

Financial Interest Disclosure:

The Zitelli & Brodland Ambulatory Surgical Facility Central & Ambulatory Surgical Center South are owned by John A. Zitelli, M.D. and David G. Brodland, M.D.

Advance Directives

Advance Directives do not apply during the time of the procedure at our Surgical Facility. All life saving measures will be taken during your procedure at our Surgical Facility even if you have a fully executed Advance Directive to the contrary. If you do have Advance Directives at the time of your admission to our Surgical Facility, and **provide us a copy**, your Advance Directives will be placed on your record. In the unlikely event that an emergency arises, and you would need to be transferred to a hospital for further care, your Advance Directives will be sent with your chart to the receiving hospital.

Zitelli & Brodland PC operating as a licensed ASF in the commonwealth of PA, cannot in good conscience comply with any written decision established in & Advanced Directive (Living Will) that would prevent the physicians/PA-C/ and/or nursing staff from performing resuscitative measure in the event of a medical emergency. All patients will have resuscitative measures performed in the event of a medical emergency and will be transferred to the nearest hospital facility in the event of deterioration. A copy of the patients Advanced Directives (Living Will if available; will accompany the patient upon transfer. This good conscience objection is permitted by Pennsylvania Code, Title 20, Chapter 54, section 5424.

Our Physicians

John A. Zitelli, M.D.



A native of Pittsburgh, graduated with honors of Phi Beta Kappa from the University of Pittsburgh and graduated with highest honors from the University Of Pittsburgh School Of Medicine. Dr. Zitelli received his Medicine and Dermatology training at the University of Pittsburgh Medical Center. In 1980 he completed his fellowship training in Mohs Surgery under the direction of Dr. Frederic Mohs at the University of Wisconsin. Dr. Zitelli joined the full-time faculty at the University of Pittsburgh where he rose to the position of Interim Chairman of the Department of Dermatology. Dr. Zitelli has been in private practice since 1987 and continues to teach students, residents and fellows of the University of Pittsburgh Medical Center as Clinical Associate Professor of Dermatology, Otolaryngology, and Plastic Surgery.

Dr. Zitelli has authored over 100 articles and chapters on skin cancer surgery, reconstruction, and melanoma. He is recognized as a leader in his field. He has held leadership positions in most of the local, state, and national dermatology organizations and served as president of the Pennsylvania Academy of Dermatology and the American College of Mohs Surgery. Some of his honors include the Distinguished Service Award of the American College of Mohs Surgery, The Stegman Award of the American Society of Dermatologic Surgery, membership in the American Dermatological Association and the American Academy of Facial Plastic and Reconstructive Surgery. Dr. Zitelli has been honored by the medical community with election to Pittsburgh Magazine's "Top Doctors" for many years, and as one of "America's Top Doctors".

David G. Brodland, M.D.



A native of Canton, South Dakota, received his medical degree at Southern Illinois University School of Medicine graduating with honors. Dr. Brodland received his resident training in Internal Medicine and Dermatology at the Mayo Clinic in Rochester, MN. In 1990 he completed his Mohs College approved fellowship training in Mohs Surgery under the direction of Dr. John Zitelli here in Pittsburgh. Prior to joining Dr. Zitelli in 1997, Dr. Brodland was on Faculty at the Mayo Clinic in Rochester, MN where he was Associate Professor of Dermatology, Chairman of Education, Director of Residency Program, and Co-director of Dermatologic Surgery and The Mayo Cutaneous Laser Center for seven years. He continues his involvement in resident education as an assistant Professor at the University of Pittsburgh with teaching appointments in Dermatology, Plastic Surgery and Otolaryngology.

Dr. Brodland has authored over 60 articles and chapters. He has performed over 8500 laser and cosmetic procedures and more than 30,000 Mohs procedures. He is active in many local, state and national dermatology organizations and holds leadership positions in several dermatology organizations nationally. He has served as president of the American College of Mohs Surgery. Dr. Brodland has received many honors including The Skin Cancer Foundation Fellowship Award, Appointment as Mayo Foundation Scholar, and the Teacher of the Year Award at the Mayo Clinic. Dr. Brodland has been honored by the medical community with election to Pittsburgh Magazine's "Top Doctors" for many years.



Joy Kunishige, M.D.

Graduated Phi Beta Kappa from the University of FL, where she completed medical school. Served as Chief Resident during dermatology residency at M.D. Anderson Cancer Center & the University of Texas. She completed her fellowship in Mohs Surgery, Cutaneous Oncology, & Facial Plastic & Reconstructive Surgery, under the direction of Drs. Zitelli & Brodland. This training is officially approved by the American College of Mohs Surgery & the Accreditation Council of Graduate Medical Education. She serves as Associate Director of our fellowship training program & is Assistant Professor at the Department of Plastic Surgery at the University of Pittsburgh. In addition to articles on melanoma, cutaneous lymphoma, and board review, she is the author of New Beauty Magazine's book: Beautiful Skin Revealed. Dr. Kunishige is a board-certified dermatologist and active member of the American Academy of Dermatology, American College of Mohs Surgery, American Society of Dermatology Surgery, and The Women's Dermatologic Society.



E. Brent Kirkland, M.D.

Graduated summa cum laude from The University of Dayton. Dr. Kirkland subsequently attended Case Western Reserve University School of Medicine in Cleveland, OH where he was inducted into the Alpha Omega Alpha honor society. Dr. Kirkland then completed his dermatology residency at Stanford University in Palo Alto, CA in 2012 where he served as Chief Resident.

Dr. Kirkland completed his training under the direction of Drs. Zitelli and Brodland in a Mohs Surgery, Cutaneous Oncology, & Facial Plastic & Reconstructive Surgery fellowship. The training is officially approved by the American College of Mohs Surgery and the Accreditation Council of Graduate Medical Education. He has authored several articles on cutaneous oncology, laser surgery, and cosmetic dermatology. He is also a member of the American Academy of Dermatology and The American Society of Dermatologic Surgery.

Mark Burnett, M.D.



Graduated with honors with a degree in molecular biology from the University of California, San Diego where he was an undergraduate research scholar. He subsequently attended the Mount Sinai School of Medicine in New York, NY. During medical school, he spent a year conducting clinical research in cutaneous oncology at the Memorial Sloan-Kettering Cancer Center. Dr. Burnett completed an internship in internal medicine at Mount Sinai & graduated with distinction in research, he was inducted into the prestigious Alpha Omega Alpha honor society. He then went on to the New York Presbyterian/Weill Cornell Medical Center for his dermatology training where he served as the Chief Resident during his final year.

Dr. Burnett has trained under the direction of Drs. John Zitelli and David Brodland in a Mohs Surgery, Cutaneous Oncology, and Facial Plastic and Reconstructive Surgery Fellowship. Training is officially approved by the American College of Mohs Surgery and the Accreditation Council of Graduate Medical Education. He has published numerous articles in peer-reviewed journals & has presented at national, regional and local academic meetings. He is a member of the American Academy of Dermatology, & American Society of Dermatologic Surgery.

Our Physician Assistant

Michelle Brodland PA-C



Graduated from the Master of Physician Assistant Studies Program at Chatham University, Pittsburgh, PA in August, 2008. Before beginning her education as a PA, she received a Bachelor of Science degree in Biology Pre-Med at Quinnipiac University, Hamden, CT in 2005.

Ms. Brodland has prior experience in dermatology at Yale University working as a dermatology office assistant from 2004 - 2005 and as a clinical assistant for Drs. Zitelli & Brodland from 2001 - 2003.

Physician assistants have been practicing with dermatologists for more than 20 years, providing a wide variety of services, including diagnosis, prescribing medication in most states, ordering and interpreting lab tests, wound suturing, and medical or surgical treatment of a wide variety of clinical pathology.

Ms. Brodland's areas of expertise include diagnostic dermatology as well as procedural and surgical dermatology. This includes extensive experience in the sub-specialty of Mohs and reconstructive surgery and laser surgery. Ms. Brodland is a member of the Pennsylvania Society of Physician Assistants and The American Academy of Physician Assistants.

Patient Bill Of Rights

- A patient has the right to respectful care given by competent personnel.
- A patient has the right, upon request, to be given the name of his/her attending practitioner, names of all other practitioners directly participating in his/her care, and names & functions of other health care persons having direct contact with the patient.
- A patient has the right to consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
- A patient has the right to know what ASF rules and regulation apply to his/her conduct as a patient.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- Patients have the right to good, quality care, & high professional standards which are continually maintained & reviewed.
- The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternatives treatments and possible complications. When it is not medically advisable to give the information to the patient, it will be given on his/her behalf to the responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of the procedure.
- A patient or, if the patient is unable to sign informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he/she has previously given informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- The patient who does not speak English shall have access, where possible, to an interpreter.
- The ASF shall provide the patient, or the patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- The patient has the right to expect good management techniques to be implemented within the ASF. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- If an emergency occurs & a patient is transferred to another facility, the responsible person shall be notified prior to transfer.
- A patient has the right to examine & receive a detailed explanation of his bill.
- A patient has the right to expect that the ASF will provide information for continuing health care requirements following discharge & means for meeting them.
- A patient has the right to be informed of his rights at the time of admission.

For emergency notification or to report complaints contact: Director, Division of Acute and Ambulatory Care State Health Department State Office Building, Rm# 403, 300 Liberty Ave, Pittsburgh, PA 15222