

Follow up Questions for Medford Surgery Center, LLC DoN #18060613-AS

Applicant's Responses

1. Can you provide additional demographic information about the Wellforce ACO patient panel specific to the Medford ASC service area?

The attached Excel spreadsheet contains additional Wellforce ACO patient panel demographic information specific to the Medford ASC service area. This includes demographic information for gender, age, and zip code.

2. Do you have a referral agreement with a local hospital to transfer ASC patients requiring emergency care?

The ASC will have a transfer agreement with MelroseWakefield Hospital

3. Please describe the post-discharge follow-up protocols for surgical patients?

All patients will receive detailed written discharge instructions from their care team. A nurse will review the instructions with the patient and the family at the time of discharge. Each patient will receive a brightly colored folder to ensure the patient cannot misplace the instructions. Additionally, the surgeon has the ability to record the post-operative message, which details the surgery and post-operative instructions. This video will be embedded into electronic post-operative instructions along with the same hard-copy information the patient received at the facility. The electronic information will also be emailed, using HIPAA-compliant protocols, so in the event that the patient or family misplaces the hard copy, they will have the same instructions in their email inbox. This affords the ASC and the surgeon the opportunity to guarantee the patient is armed with the appropriate discharge information and ensure a safe and speedy recovery. This double-pronged approach has proven to be successful at other ASCs, and facilitates continuous communication with the patient, thereby improving patient satisfaction and quality of care.