

WELCOME

We are pleased to welcome you as a patient at our facility. We are a non-hospital based outpatient center dedicated to providing the highest quality endoscopic services in a comfortable atmosphere.

Our staff wants to make your visit as pleasant as possible. The center is a place where patients receive quality care and then return to the comfort of their home the very same day. Respect for your individual needs is a priority of ours and by completing the questionnaire following your visit; you will provide us with valuable feedback regarding your experience.

You will find the atmosphere at the center more personalized than a traditional hospital environment. In this reassuring setting, you will receive individual attention from a caring and highly skilled staff of doctors and nurses.

Physician Interest and Ownership

The physician(s) who referred you to this Center and who will be performing your procedure(s) may have a financial and ownership interest in the center. Patients have the right to be treated at the health care facility of their choice. We are making this disclosure in accordance with Federal regulations. If your physician has ownership in the center, it will be displayed and disclosed to you upon arrival at the center.

Contacts

Kalamazoo Endo Center
3300 Cooley Court
Portage, MI 49024

State of Michigan Department of
Licensing and Regulation
611 West Ottawa Street
Lansing, MI 48909
517-335-1980

Medicare Beneficiary
Ombudsman
1-800-MEDICARE
1-800-633-4227

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

Kalamazoo Endo Center
3300 Cooley Court
Portage, MI 49024
Telephone: (269) 321-3390
Fax: (269) 321-3392



Location Information

Kalamazoo Endo Center in Portage, MI is located just off-Centre Avenue between US131 and Oakland Drive.

Park in front of building.

About COVID-19

COVID-19 is a strain of coronavirus that is easily spread from person to person through respiratory droplets or by contact with an infected surface or object. Symptoms may occur in as few as two days or as long as 14 days after exposure to the virus. COVID-19 symptoms include:

- Fever
- Chills
- Cough
- Shortness of breath
- Loss of taste or smell

Patients should contact the office if they test positive for COVID-19. Guidelines are:

- Symptom free for 11-days post exposure without symptoms listed above
- OR
- 7 weeks post positive test to be scheduled for procedures.



Patient Instructions

KEC

KALAMAZOO ENDO CENTER



Prior To Your Procedure

Help us take better care of you!

Several days prior to your procedure, a nurse from the center will call you to review your medical history and any questions you may have about your upcoming procedure.

Leave all jewelry and valuables at home. The Endoscopy Center cannot take responsibility for safeguarding your personal items.

Take your cardiac and blood pressure medications as directed with sip of water prior to procedure.

Please bring your eyeglasses and hearing aids, if applicable.

Make arrangements for someone to escort you home. Your escort will need to be 18 years of age or older and should plan on staying with you for the length of time you will be at the Center.

The length of time you will be at the Center is approximately two hours from the time you check in to the time of your discharge.

Please limit the number of persons you bring with you to the center to one. Without an escort, it will not be possible to perform your procedure.

Please make arrangements for childcare in advance. The Endoscopy Center reception area is not designed to accommodate small children.

If you have questions regarding your medication prior to the procedure, please contact your physician's office.

Day Of Your Procedure

Please check in at the reception desk at your scheduled check-in time. Bring your insurance card(s) and picture ID.

Co-pays are due and expected to be paid at the time of service. We will accept cash, check, credit card (Visa, Master Card & American Express) or debit card.

It is very important for us to know if you have any allergies; especially an allergy to rubber (latex).

If you have an implanted defibrillator you may not be able to have your procedure at the Center. Contact your physician.

Does my driver need to stay during my procedure?

Yes or be within 10 minutes of the Kalamazoo Endo Center. The length of time is typically 2 hours. Your driver also needs to check in with you at registration. All drivers must be at least 18 years of age.

Billing Information

The physician, facility, anesthesiologist, and pathologist will submit their fees to your insurance company. The amount that you are responsible to pay for your copay and deductibles will be provided by your insurance company.

For questions regarding billing please call 1.800.514.8959.

After Your Procedure

Average Recovery Time is 30-45 minutes for most procedures.

Your escort will listen to your discharge instructions, sign the written instructions and escort you home.

It is approximately two hours from the time you check-in to the time of your discharge. It would be best if someone could stay with you at home or check on you following your procedure.

Patients will remain in the recovery area until they are ready for discharge.

At discharge you may NOT drive. You may NOT take a bus, taxi or other alternative form of transportation home if you were sedated for the procedure unless accompanied by a responsible adult.

Kalamazoo Endo Center staff and physicians are dedicated to providing the highest quality of care for you and your digestive health.

Kalamazoo Endo Center provides a clean, safe, comfortable environment to ensure your health needs are met.

Please review this brochure prior to your procedure and contact us with any questions you may have.

Contact us at 269.321.3390



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