

Main Office

111 South 90th Street
Omaha, NE 68114
(402) 397-9800
(800) 882-4770

Midlands Office

Midlands Two
Professional Center
401 East Gold Coast Road
Suite 331
Papillion, NE 68046
(402) 592-5567

Bergan Office

7710 Mercy Road
Suite 608
Omaha, NE 68124
(402) 399-8166

Columbus Office

4508 38th Street
Suite 165
Columbus, NE 68601
(402) 562-8114

Lakeside Office

Lakeside Professional
Center One
16909 Lakeside Hills Court
Suite 407
Omaha, NE 68130
(402) 330-4474

Children's Office

8200 Dodge Street
Omaha, NE 68114
(402) 955-4002

Emergency

(402) 397-9800
Our main number is answered after hours by our answering service. They can assist you and contact a physician for you.



Expert Care in a Full-Service Urological Facility



www.urologycenterpc.com



Front row:
Jon J. Morton, M.D., Patrick B. Leu, M.D., Gernon A. Longo, M.D., Peter M. Gordon, M.D.

Back row:
Harvey A. Konigsberg, M.D., John M. Donovan, M.D., Brett R. Jepson, M.D., R. Michael Kroeger, M.D., Brett C. Hill, M.D., Stephen S. Lim, M.D., Steven C. Koukol, M.D.

WHAT IS UROLOGY?

Urology is the medical and surgical discipline that provides adult and pediatric care of the female and male urinary systems, including kidneys, ureters, bladders, urethra, and disorders of the male reproductive system. The Urology Center, P.C. has state-of-the-art testing and treatment capabilities to assist the physician in diagnosing and treating your urological problems, including:

- Impotence
- Urologic Cancer
- Non-Incision Vasectomy
- Vasectomy Reversal
- Incontinence
- Laparoscopy
- Laser Surgery
- Infertility
- Pediatric Urology
- Stone Disease
- Reconstructive Surgery
- Prostate Disease
- Robotic Surgery

ABOUT THE PHYSICIANS AND STAFF

All of our urologists are board certified or active candidates for certification with the American Board of Urology. Dr. John Donovan has additional fellowship training in Pediatric Urologic Surgery and Dr. Patrick Leu is fellowship trained in Female Reconstructive Urologic Surgery. Our staff is educated and trained in the performance of their job duties and committed to serving you. Our physicians and staff regularly attend educational meetings to learn the latest medical techniques.

APPOINTMENTS

Our office staff is available from **8:00 a.m. - 5:00 p.m.**, Monday through Friday, to schedule an appointment for you with one of our physicians. Call **(402) 397-9800** to schedule an appointment at any of our locations, or you may call our satellite offices directly.

AMBULATORY SURGERY CENTER

At times, our patients may need a surgical procedure that does not require an expensive hospital stay. Our Outpatient Surgery Center offers two operating rooms and a primary and secondary recovery area dedicated solely to the practice of urology. This provides convenience and privacy to you and reduces the time away from your family. Established in 1989, our surgery center maintains Medicare and AAAHC certification. The phone number is (402) 397-7178, 7 a.m. - 4 p.m. Monday through Friday.

ADVANCE DIRECTIVE

Regardless of any advance directives set forth in a living will, health care power of attorney or other written statement, any unexpected medical emergency, in this facility, will be managed with resuscitative or other stabilizing measures followed by a transfer to a hospital's emergency department. If you have an executed advance directive, please bring a copy with you at the time of your appointment. We will place the directive in your medical records. If you need assistance in obtaining an advance directive form, please contact us for assistance.

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

We believe our patients, or a surrogate, have certain rights when visiting our office as well as certain responsibilities to our office. Below is a summary of these rights and responsibilities. All employees should become familiar with these rights and responsibilities and adhere to them in the performance of their job responsibilities.

YOU HAVE THE RIGHT:

- To the highest quality of health care possible.
- To be treated with consideration, respect and dignity.
- To privacy during treatment and consultation.
- To receive accurate and easily understood information about our physicians.
- To ask questions and get a straight and honest answer from all staff.
- To know all your treatment options and to participate in decisions about your treatment, to refuse any operation, procedure, or treatment, and be informed of medical consequences of refusing treatment; to seek a second opinion.
- To be told when your treatment will be part of a research study and to refuse to participate.
- To be informed about your continuing health care needs, including diagnosis, evaluation, treatment and expected outcome prior to the procedure.
- To inquire about the possibility of financial aid.
- To talk in confidence with our staff and to have your health care information protected. You have the right to review and copy your own medical record, to approve or refuse release of your record except when required by law, and request an amendment to the record if you feel it is not accurate, relevant or complete.
- To file an advance medical directive.
- To be free from all forms of abuse, neglect, harassment, discrimination or exploitation.
- To exercise your rights without being subject to discrimination or reprisal.
- To register a complaint or offer suggestions with our administrator about the facility, processes, treatment or care that is provided or fails to be provided and to get a response to your complaint.

YOUR RIGHT TO FILE A COMPLAINT:

If you believe your rights as a patient have been violated, you may file a complaint with our administrator. To file a complaint with our office, contact our administrator at:

The Urology Center, P.C.
Laura Forehead, Administrator
111 South 90th Street Omaha, NE 68114
402-397-9800

Additionally, you may inform the following government agencies of your complaint:

Nebraska Department of Health & Human Services
Division of Public Health Licensure Unit
Accute Care Facilities
301 Centennial Mall South 3rd Floor
P.O. Box 94986
Lincoln, NE 68509-4986

Complaint Intake Line
Phone 402-471-0316
Fax 402-471-1679

Office of Medicare Beneficiary Ombudsman
www.medicare.gov/Ombudsman/activities.asp

YOU HAVE THE RESPONSIBILITY:

- To keep your appointments.
- To provide complete information about your past health.
- To let us know if you do not understand or cannot follow our health care instructions.
- To cooperate fully in the treatment program you and your doctor have agreed to.
- To inform us about any living will, medical power of attorney or other directive that could impact your care.
- To be prompt in payment of your account.
- To provide all information necessary to qualify for any financial assistance you may request.
- To provide information about current medications or treatment being rendered by other physicians.
- To provide us with accurate demographic information including phone number, address, employer information and insurance information.
- To be respectful of our staff and other patients in the facility for treatment.

FEES AND INSURANCE

Our fees are based on the level of knowledge required to provide the service, time, tests involved, and the treatment required. The fees of our top procedures are available upon request. To keep our records current, please come prepared to show your insurance card/Medicare card each time you visit The Urology Center, P.C. We participate with the majority of area HMOs, PPOs, and other managed care plans. It is necessary to bring your referral with you if required by your insurance company.

Co-payments and charges applicable to high deductible are expected at the time of your visit. We accept payments in cash, by check and major credit cards. Online payment is available from our website at www.urologyenterpc.net.

For surgery and other diagnostic procedures, payment arrangements may be made with our billing department. While the ultimate responsibility for the payment rests with you, the patient, we are happy to file with your insurance carrier. You will receive a monthly statement whenever there is a balance due. We encourage you to call our billing department at (402) 397-5255 with any questions you have on your account.

We thank you for choosing us for your urological care. Most patients have many questions during their first visit. This brochure is designed to provide you with helpful information about our facility, services, staff, and physicians.

The Urology Center, P.C. is owned and operated by Drs. Konigsberg, Kroeger, Gordon, Morton, Koukol, Longo, Lim, Jepson, Leu, Donovan and Hill.

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The Ambulatory Surgery Center is certified by Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) and is a Medicare-approved health facility.