

PATIENT COMPLAINTS AND GRIEVANCES

The patient has the right to voice complaints about their care and to have those complaints reviewed and, when possible, resolved. The patient has the RIGHT to have results of that review and/or resolution communicated in writing. Complaints may be registered with any Center employee or through the ASC Administrator at 704-815-7880. There will be no coercion, discrimination, reprisal or unreasonable interruption of care as a result from voicing a complaint.

A formal complaint may be filed with any of the organizations below:

a. **The North Carolina Division of Health Service Regulations,**
Complaint Intake Unit Office of Investigations:
Person to Address Complaints/Grievances: Section Chief
Current Section Chief is Azzie Conley
Address: 2711 Mail Service Center, Raleigh, NC 27699-2711
Phone Number: 1-800-624-3004
Fax number is 919-715-7724
Hours are 8:30 am to 4:00 pm weekdays and closed on holidays
Form is available for filing a complaint - can find it on the website or a representative at the surgery center can provide.

b. **Medicare - The Medicare Beneficiary Ombudsman**
The Office of the Medicare Ombudsman (OMO) helps you with complaints, grievances, and information requests.

Phone Number: 1-800-MEDICARE (1-800-633-4227)
Address: Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore MD 21244-1850
Web Site: <http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

c. **AAHC (which is the accrediting agency):**
Address: 5250 Old Orchard Road, Suite 200, Skokie, IL 60077
Website: www.aaahc.org
E-Mail: info@aaahc.org
Phone Number: 847-853-6060
Fax number: 847-852-9028

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