

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 to: Acute and Home Care Licensure and Certification 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: 919-715-7724

Website: <https://www2.ncdhhs.gov/dhsr/ciu/filecomplaint.html>

Hours are 8:30 am to 4:00 pm weekdays, except holidays

DHSR form is available for filing a complaint and can be found on DHSR website or provided by a representative at Matthews Surgery Center

b. **Medicare--The Medicare Beneficiary Ombudsman**

The Office of the Medicare Ombudsman (OMO) helps patients 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

Website: www.medicare.gov/navigation/help-and-support/ombudsman.aspx

c. **AAAH (Accrediting Agency)**

Address: 5250 Old Orchard Road, Suite 200, Skokie, IL 60077

Phone Number: 847-853-6060

Fax number: 847-853-9028

Website: www.aaahc.org

E-Mail: info@aaahc.org