

# **VALLEY AMBULATORY SURGERY CENTER**

## **Patient Complaint & Grievance Procedure**

Valley Ambulatory Surgery Center's patient representatives are:

Daniel C. Hauer, CASC – Administrator  
Joyce Masnyk, RN – Nurse Manager  
Lauren Blanchard – Business Office Manager

Notify either of the patient representatives if you feel that any rights have been violated, or if you have a complaint, or suggestion for improvement. This can be accomplished by completing and returning your patient questionnaire or by direct contact:

Valley Ambulatory Surgery Center  
2210 Dean Street  
Saint Charles, IL 60175  
(630) 584-9800

Complaints or concerns may be given verbally or in writing at any time to any staff member, and will be submitted to one of the patient representatives by the next working day.

Complaints that cannot be resolved by the patient representatives shall be referred to the Privacy Officer no later than three (3) days after the receipt of the report of the patient representative to the patient.

The Privacy Officer shall make an additional investigation and provide results of their investigation to the complainant within seven (7) days.

If a concern has not been addressed to your satisfaction, the problem may be referred in writing to the:

Surgery Partners  
Corporate Compliance Officer  
40 Burton Hills Boulevard, Suite 500  
Nashville, TN 37215  
Compliance Hotline: (877) 363-3069

Illinois Department of Public Health  
Office of Health Care Regulation  
Central Complaint Registry  
535 W. Jefferson Street  
Springfield, IL 62761  
<http://www.idph.state.il.us>  
Tele: (217) 782-4977  
TTY: (800) 547-0466

Medicare Beneficiary Ombudsman  
Tele: 1-800-MEDICARE (1-800-633-4227)  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

If a concern has not been addressed to your satisfaction, excluding fee disputes, a complaint may be filed with the appropriate oversight board of the Illinois Department of Financial and Professional Regulation.

Illinois Department of Financial and Professional Regulation  
Tele: (312) 814-6910  
<http://www.idfpr.com/admin/complaints.asp>