



Patient Complaint & Grievance Procedure

Valley Ambulatory Surgery Center's patient representatives are:

Lauren Blanchard – Administrator
Robin Johnson RN, BSN – Clinical Director
Tammy Cotton – 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
2475 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 Risk Manager no later than three (3) days after the receipt of the report of the patient representative to the patient. The Risk Manager 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
310 Seven Springs Way, Suite 500
Nashville, TN 37027
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
<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

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>