

**STARK AMBULATORY SURGERY CENTER
CANTON, OHIO**

PATIENT GRIEVANCE POLICY

If you believe that at any time that one or more of your rights has been violated during your care here please speak to the center director. All alleged violations/grievances relating to, but not limited to, mistreatment, neglect, verbal, mental, sexual or physical abuse must be fully documented and only substantiated allegations will be reported to state and/or local authorities. We will make every effort to address your concerns and correct the grievance in a timely manner.

If you are not satisfied with the response given on that day please follow our grievance policy and/or further contact any of the numbers below.

Grievances must be reported within fourteen days of the incident or occurrence to ensure a proper and timely response. We will make every effort to correct any grievances, if in our control to do so, within a thirty day period of the reported incident. The SASC will document how the grievance was addressed and contact the patient with a written notice of the grievance decision which will include the SASC contact person, steps taken in the investigation of the grievance, results of the grievance, and date the grievance was completed.

CENTER DIRECTOR: Theresa McEndree 330-966-5578

Medical Director contacted through:

PRACTICE ADMINISTRATOR: Gay Postlethwait 330-305-2020

If the problem is not resolved the patient may contact the following:

FOR ABUSE: 1-800-MEDICARE (1-800-633-4227)

FOR TTY: 1-877-486-2048

FOR FRAUD: 1-800-447-8477

HEALTHCARE FACILITY HOTLINE: 1-800-792-9770

AAAHC: 1-847-853-6060

ON-LINE: www.medicare.gov

The Medicare Beneficiary Ombudsman:

<http://www.cms.hhs.gov/center/ombudsman.asp>