

NOTICE TO PATIENTS
COMPLAINT/GRIEVANCE RESOLUTION

Surgical Care Affiliates is committed to meeting or exceeding our customers' (patients/families/visitors) expectations of care and services. Effective resolution of complaints/grievances and concerns is a key factor in achieving customer satisfaction. Customers' complaints/grievances are opportunities for improvement and should receive respectful, prompt, and efficient attention. Customer satisfaction is everyone's responsibility, and customers' concerns and complaints/grievances may require different resolution processes. However, prompt and effective resolution is the goal for resolving customers' issues, regardless of whether it is a minor concern or a serious complaint.

All customers are encouraged to report any and all concerns or complaints/grievances to any Surgical Care Affiliates employee for resolution, as each teammate is empowered to resolve issues and complaint/grievances within his/her authority or professional expertise.

A customer may file a concern or complaint/grievance for any reason. The process to do that is as follows:

- Notify any Surgical Care Affiliates staff member that you have a concern or complaint/grievance
- All efforts will be made to resolve concerns or complaints/grievances on the same day notified
- Concerns or complaints/grievances that cannot be immediately resolved to the customer's satisfaction will result in the review and investigation of the complaint/grievance within a reasonable time frame initiated by the center administrator
- The center's administrator or designee will provide the customer with a verbal progress report within 3 business days of receipt of the complaint/grievance and maintain ongoing communication until the point of resolution, not to exceed 30 days
- Once the investigation is completed, the Administrator will communicate in writing to the customer or legal representative, when necessary, the findings and determination regarding the complaint/grievance in understandable terms, including written notice of its decision, name of center's contact person, steps taken on behalf of the customer to investigate the complaint/grievance, the results of the complaint/grievance process and date of completion, and information on how to contact the State Agency for any issues the customer feels is unresolved. Customers may contact the State Agency directly regardless of whether he/she has first initiated the center's complaint/grievance process

You may contact the following entities to express any concerns, complaints or grievances you may have:

Center: Harriet Willoughby, Administrator (256) 543-1253

State Agency: Guy Nevins, Director of Certification

Alabama Department of Public Health

Division of Provider Services

The RSA Tower, Suite 680, 201 Monroe Street

Montgomery, AL 36104

Main (334) 206-5175

Complaints (334) 206-2039

Medicare: Office of the Medicare Beneficiary Ombudsman

www.cms.hhs.gov/center/ombudsman.asp