

Gleneagles Surgery Center

GREIVANCE POLICY STATEMENT

- Gleneagles Surgery Center provides for and welcomes the expression of grievances/complaints and suggestions by the patient and patient's family at all times.
- This feedback allows the center to understand and improve the patient's care and environment. Every patient has the right to file a grievance with the facility's Director of Nurses. If the patient is not satisfied, the process is given to the Medical Director. The patient also has the right to file a complaint with the:

Jacqueline Uzzell, RN - Director of Nursing
2633 Dallas Parkway Plano, TX 75023
972-403-7733 Ext 314
Jackie@texasfootsurgery.com

- All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman:

Texas Department of Health Centers for Medicare Services
Health Facility Licensing and Compliance Division 7500 Security Boulevard
1100 West 49th Street OR Baltimore, Maryland 21244-1850
Austin, Texas 78756 1-800-Medicare
1-488-973-0022
www.cms.gov/center/ombudsman.asp

- Complaints may be registered with the department by phone or writing. A complainant may provide his/her name, address, and phone number to the department. Anonymous complaint may be registered. All complaints are confidential. The main goal of the surgery center is to provide excellent care to every patient. Every patient is encouraged to ask questions.