

## Willowbend Surgery Center

### GREIVANCE POLICY STATEMENT

- Willowbend 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](mailto: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](http://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.