

## **Grievance Mechanism**

The Surgery Center administrative staff is available to help with any concerns or suggestions you may have regarding your stay. Complaints will be investigated and a response provided under the provisions of the facility grievance mechanism. Please contact:

Administrator  
**615-614-5000**

If a grievance or complaint is not solved to the patient's or family's satisfaction, the grievance may be filed in writing with the Department of Health. Contact:

Facility Complaints and/or Licensed Health Professional Complaint

Division of Health Care Facilities  
Centralized Complaint Intake Unit  
665 Mainstream Dr. Second Floor  
Nashville, TN 37243 1-877-287-0010

[www.tn.gov/health/health-professionals/hcf-main/filing-a-complaint.html](http://www.tn.gov/health/health-professionals/hcf-main/filing-a-complaint.html)

Any concerns regarding patient care may be reported to the accrediting body.

Contact:

The Joint Commission Office of Quality Monitoring  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
(800) 994-6610

You may also contact the Centers for Medicare and Medicaid (CMS).  
Contact CMS Ombudsman

<https://www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections> or 1800-633-4227