

PHYSICIANS SURGERY CENTER (PSC)

PROCESS TO FILE A COMPLAINT

- ^{1.} It is the mission of this organization to provide care that we would wish for our loved ones and ourselves.
- ^{2.} We welcome suggestions, complaints as well as appreciation.
- ^{3.} Your feedback is important to help us improve patient care and our environment.
- ^{4.} You may express a complaint to any staff member, physician or manager.
- ^{5.} You will be assigned a patient care advocate to investigate the complaint and attempt to rectify issues.
- ^{6.} If the issue is not resolved to your satisfaction, the Board of Directors reviews the complaint and attempts to rectify the issue.
- ^{7.} If you are still not satisfied, you may file a complaint with the follow agencies:

- ☐ Utah Department of Health and Human Services
195 N 1950 W, Salt Lake City, UT 84116
Telephone: 888 222 2542
- ☐ Office for Civil Rights
Utah Department of Health and Human Services
195 N 1950 W, Salt Lake City, UT 84116
Telephone: 800 368 1019

You also have the right to file a complaint with the Utah Office of the Medical Examiner, the State Board of Dental Examiners, the Utah Podiatry Board and the Utah Division of Professional Licensing if you have concerns with your physician, dental or podiatric patient care services, excluding fee disputes.

- ☐ Utah Division of Professional Licensing
Heber M. Wells Building
160 E 300 S, 4th Floor, Salt Lake City, UT 84111
Telephone: 801 530 6628
- ☐ Center for Medicare and Medicaid Services Ombudsman
Telephone: 800 MEDICARE (ask representative to direct your call to Medicare Ombudsman)
Website: www.medicare.gov/contacts for local SHIP contact
TTY users should call 877 486 2048