**Patient Compliant & Grievance Procedure**

Plainfield Surgery Center’s patient representatives are:

Melissa Smock RN, BSN- PRE/POST OP Charge Nurse

Amber Hansen RN, BSN- OR Charge Nurse

Notify either of the patient representatives if you feel that any rights have been violated, or if you have a complaint, or suggestion for improvement. This can be accomplished by completing and returning your patient questionnaire or by direct contact:

Plainfield Surgery Center

24600 W 127th Street Building C

Plainfield, IL 60585

815.436.0911

Complaints or concerns may be given verbally or in writing at any time to any staff member and will be submitted to one of the patient representatives by the next working day. Complaints that cannot be resolved by the patient representatives shall be referred to the Clinical Nurse Manager no later than three (3) days after the receipt of the report of the patient representative to the patient. The Clinical Nurse Manager shall make an additional investigation and provide results of their investigation to the complainant with seven (7) days.

If the concern has not been addressed to your satisfaction, the problem may be referred in writing to the:

Illinois Department of Public Health

Office of Health Care Regulation

Central Complaint Registry

525 W. Jefferson Street

Springfield, IL 62761

Phone: 800.252.4343

TTY: 800.547.0466

For a copy of form: <https://dph.illinois.gov/sites/default/files/forms/healthcare-facility-complaint-form-061118.pdf>

Medicare Beneficiary Ombudsman

[Http://www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

If a concern has not been addressed to your satisfaction, excluding fee disputes, a complaint may be filed with the appropriate oversight board of the Illinois Department of Financial and Profession Regulation.

Illinois Department of Financial and Professional Regulation

Phone: 312.814.6910

http://www.idfpr.com/admin/complaints.asp