

PROCEDURES FOR PATIENT COMPLAINTS OR GRIEVANCES – You or your legally authorized representative has the right to:

- expect prompt, personal action in addressing a need or concern
- a resolution of a complaint within a short time frame agreed to, by you and the person responding to you
- the attention of a director/officer in the resolution of a complaint regarding your care, without fear of reprisal, should you request it
- express a complaint about your care or treatment; in order to initiate a complaint, you may ask to speak to the center's Coordinator at the location of your surgery or you may address your concerns in writing and send to:

Pecos Valley Eye Surgery Center
Attention Director of Surgical Services
8801 Horizon Blvd NE Suite 360
Albuquerque, NM 87113
(505)768-1333

- The Surgery Center Director shall call or write to the patient acknowledging receipt of the complaint within five (5) working days of receiving the complaint. If the Director cannot resolve the matter, it will be referred to the attention of the Medical Director of the Surgery Center.

Complaints regarding this ASC may be filed with the New Mexico Department of Health at the following address:

Health Facility Licensing and Certification Bureau
2040 South Pacheco
2nd Floor Room 413
Santa Fe, NM 87505
1-800-752-8649

Complaints regarding this ASC may be filed with the Office of the Medicare Beneficiary Ombudsman at the following:

www.medicare.gov/ombudsman/resources.asp
call 1-800-MEDICARE (1-800-633-4227)
www.quickbrochures.net/medicare/medicare-ombudsman-and-complaints.htm