

Your Rights as a Patient

With Regards to Complaints and Grievances

We want to do our very best to make sure you receive the best care and services we can provide. All of us are dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible.

Should we fail to meet your needs, or if you are dissatisfied with any aspect of your care, River Prairie Surgery Center has adopted procedures to help you share your concerns and allow us to take action to help resolve them. Certain federal and state laws also give you specific rights regarding filing grievances and complaints related to care and services.

What should I do if I have a concern or am dissatisfied with something?

The most important thing you can do is let us know about your concern right away. Talk to your nurse or anyone else involved in your care. They will do their best to help resolve your concern or connect you with someone who can assist you.

If you feel your concerns have not been adequately addressed, ask to speak with a representative from administration. You may request a visit from the Department Leader, the Chief Nursing Officer, or the Chief Executive Officer. Please explain exactly what the problem is and how we can help.

What if I am still not satisfied and want something done?

Ask any employee how you can file a grievance, they will connect you with someone who can assist you. Once a grievance is filed, an investigation will be completed, and you will receive a written response that includes:

- The decision of the facility
- Steps the facility has taken to investigate
- Results of the grievance
- Date of completion
- Name of a contact person at the facility

Additional Notices For Complaints

Concerns and complaints can be reported to:

Accreditation Commission for Health Care
13 Weston Oaks Ct.
Cary, NC 27513
Phone: 855-937-2242
Website: <https://achc.org/submit-a-complaint/>

Center for Medicare and Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244
Phone: 877-267-2323

Wisconsin law gives you the right to file a complaint.

Complaints related to care and services of the facility can be submitted to the Wisconsin Department of Health & Family Services:

Department of Health Services
Division of Quality Assurance
Bureau of Health Services
P.O. Box 2969
Madison, WI 53701-2969
Phone: 800-642-6552
Website: <http://dhs.wisconsin.gov>

Complaints against a physician or health care professional can be submitted to the Wisconsin Department of Health Services:

State of Wisconsin
Department of Regulation & Licensing
Division of Enforcement
PO Box 8935
Madison, WI 53708-8935
Website: <https://dsps.wi.gov/pages/Home.aspx>
Phone: 608-266-2112

