

## COMPLAINTS

We know that you have a choice in where you receive your healthcare and we want to provide you with excellent service, including answering your questions and responding to your concerns.

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director at the surgery center. Or, you can call 972-267-5400.

You may also choose to contact the licensing agency of the state,

The Department of State Health Services

Manager, Health Facility Compliance Group

Post Office Box 14934 7

Austin, Texas 78714-9347

(888)973-0022

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE ( 1-800-633-4227) or on line at

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/index.html>

The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help you need to understand your Medicare