



**YOUR RIGHTS AS A PATIENT WITH REGARD TO
COMPLAINTS, CONCERNS AND/OR GRIEVANCES**

We want to do our best to provide you with the best of care and services we can. 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 expectations or you are dissatisfied with your care, Triangle Orthopaedics Surgery Center has procedures to help you let us know about your concerns and help you resolve them. Certain Federal and State laws also give you specific rights to filing grievances and complaints regarding care and services.

The most important thing you can do is to let us know about your concerns right away. Any of our employees will do his/her best to help. If that does not meet your needs, ask to speak to the Risk Manager and/or Administrator. Let them know exactly what the problem is and how they can help.

Complaints, Concerns, and / or Grievances can be addressed to:

Administrator: Christine Washick RN, CASC
Triangle Surgery Center
7921 ACC Blvd.
Raleigh NC 27617
919-596-8524

Any complaints regarding services provided at **Triangle Surgery Center** can be directed in writing or by telephone to:

Website for the Office of the Medicare Beneficiary Ombudsman
<https://www.cms.gov/medicare/appeals-grievances/managed-care/grievances>
1-800-MEDICARE (1-800-633-4227)

North Carolina Department of Health and Human Services
2001 Mail Service Center
Raleigh, North Carolina, 27699-2001
919-855-4500
1-800-624-3004
www.ncdhhs.gov

AAAHC
3 Parkway North, Suite 201
Deerfield, IL 60015
(847) 853-6060

Persons with a complaint regarding a **physician, surgeon or a podiatrist** are informed that disciplinary action against a practitioner's license may only be taken by the **Medical Board of North Carolina or the Board of Podiatric Medicine**. The complainant is immune to any action regarding the complaint or information provided.