



GRIEVANCE POLICY

To Report a Complaint or Grievance:

Surgery Center Grievance: Carin Curran, 219-661-6018, carin.curran@powershealth.org

To Report a Complaint or Patient Safety Event:

Indiana State Department of Health Health Care Facility Complaint Program

2 North Meridian Street, 4B Indianapolis, IN 46204

Toll-Free: 1-800-246-8909 Voicemail: 317-233-5359 Fax: 317-233-7494

Email: complaints@isdh.in.gov

Accreditation Association of Ambulatory Healthcare, Inc.

<https://form.jotform.com/223076045383050>

Phone: 1-847-853-6060. E-mail: complaints@aaahc.org

For Medicare Beneficiaries: Information is available to you about your options, rights and protections under Medicare. The Medicare Beneficiary Ombudsman can help you with Medicare-related complaints, grievances and information requests.

Toll-Free: 1-800-Medicare (1-800-633-4227) TTY: 1-877-486-2048

To File a Civil Rights complaint:

Centralized Case Management Operations

U.S. Department of Health and Human Services

200 Independence Avenue, S.W. Room 509F HHH Bldg. Washington, D.C. 20201

Toll-Free: 1-800-368-1019 TTD: 1-800-537-7697 Fax: 202-619-3818

Email: OCRComplaint@hhs.gov \

Online: <http://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Midwest Region, U.S. Department of Health and Human Services, Office for Civil Rights,
233 N. Michigan Ave., Suite 240, Chicago, IL 60601

The Joint & Spine Center complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin, religion, pregnancy, sex, sexual orientation, gender identity, age, or disability.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-398-2058.

Chinese: 注注:如如如如如如如如,如您您您您您您您您您您您 務。請請請
1-800-398-2058