



COMPLAINTS GRIEVANCES

QUESTIONS

Patients can communicate concerns about patient safety issues before, during and after your procedure by contacting the facility.

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken. You may contact Sharon Gelardi, RN Administrator, The Gastro Surgi Center of New Jersey, 1132 Spruce Drive, Mountainside, NJ 07092 or by phone @ 908-317-9434.

You may contact the state to report a complaint: New Jersey Department of Health Division of Health Facility Survey and Field Operations PO Box 367 Trenton, NJ 08625-0367 <http://www.state.nj.us/health/healthfacilities/>

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman. Medicare Ombudsman Web site: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> Medicare: www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227) Office of the Inspector General: <http://oig.hhs.gov>

This facility is accredited by the American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF). Complaints or grievances may also be filed through AAAASF Office, 7500 Grand Avenue, Suite 200, Gurnee, IL 60031. Main: 847-775-1970 or Toll Free: 888-545-5222
Fax: 847-775-1985

NOTICE OF NONDISCRIMINATION

Discrimination is Against the Law. The Gastro Surgi Center complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. The Gastro Surgi Center of New Jersey does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Gastro Surgi Center of New Jersey:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats)
- Free language services to people whose primary language is not English, such as Qualified interpreters Information written in other languages

If you need these services, contact Sharon Gelardi, RN Administrator.

If you believe that the Gastro Surgi Center of New Jersey has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Sharon Gelardi, Section 1557 Coordinator. The Gastro Surgi Center of New Jersey NJ, 1132 Spruce Drive, Mountainside, NJ 07092. Phone: (908)317-9434 Fax: (908) 317-0103. Email: sgelardi@gastrosurgicenter.com You can file a grievance in person or by mail, fax, or email.

If you need help filing a grievance, Sharon Gelardi, 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>. Source: HHS Office for Civil