

DO YOU HAVE ANY COMMENTS OR CONCERNS?

Desoto Surgery Center is committed to providing excellent patient care. As a measure of our quality, we are accredited by the Joint Commission on Accreditation of Healthcare Organizations, as well as certified by CMS, Centers for Medicare Services.

How to voice your Complaints and Grievances:

*If a complaint or grievance is voiced by a patient or visitor, a Patient Representative will initiate a Patient Comment Form to be forwarded immediately to the Administrator. **Whenever possible, the complainant will be included in all processes surrounding the complaint issue from the investigation to its resolution.** All patient complaints are tracked and included in the Quality Assessment Performance Improvement Program. The Medical Advisory Board and Governing Body will review these results quarterly. The administrator or a member of the Medical Advisory Board will provide the patient or patient representative with documentation that includes the following:*

- 1. The name of the DSC contact person,*
- 2. The steps taken to investigate the grievance,*
- 3. The results of the grievance process,*
- 4. The date the grievance process was completed.*

To report a complaint about this facility you may contact:

- Facility Administrator, Angela Ferrell, 662-349-0910.*
- Health Facilities Licensure and Certification, Mississippi Department of Health, Central Office, 1-800-227-7308, or write to 570 East Woodrow Wilson Dr., Jackson, MS 39215. Alternate numbers 601-576-7400 & 866-458-4948*
- Website for the Office of Medicare Beneficiary Ombudsman: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>*
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO), 1-800-994-6610.*