

AMBULATORY SURGERY CENTER OF STOCKTON

2388 N. California Street
Stockton, CA 95204
209-944-9100

GRIEVANCE POLICY

The Board of Directors, Medical Staff, and the Personnel of the Ambulatory Surgery Center of Stockton support our patient's rights by providing a grievance process to respond to your concerns regarding patient rights and their quality of care.

Grievances or complaints are to be treated without fear of reprisal.

Please include in your written response, the name(s) of the persons involved with your care, the description of the complaint/grievance, the proposed outcome of the grievance. Please be as specific as possible with your concerns so that we can address them in a timely manner.

The Administrator will review your grievance and follow up with you in writing within 14 days including how your grievance was investigated and the outcome of our investigation. We encourage you to contact us with your concerns. You can contact us verbally or in writing by:

Verbal grievance: Ask to speak with our Administrator at (209) 944-9100 x126.

Written Grievance:

The Ambulatory Surgery Center of Stockton
ATTN: Administrator Personal and Confidential
2388 N. California Street
Stockton CA 95204

You may also contact:

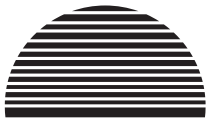
Health Services Department
Licensing & Cert. Div.
P.O. Box 942732
Sacramento, CA 94234-7320
(800) 822-6222
(916) 445-6979

State of California, CMS Regional Office
DHHS/CMS/DSC/CLIA
90 7th Street, Suite 5-300 (5W)
San Francisco, CA 94103-6707
(415) 744-3696

Health Insurance Counseling and Advocacy Program (HICAP) for Patients with Medicare
(800) 434-0222

Department of Managed Care (HMO Patients)
(888) 466-2219

Department of Health Services Medi-Cal Managed Care Ombudsman
www.cms.gov/center/ombudsman.asp



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POLÍTICA DE QUEJAS

La Mesa Directiva, Cuerpo Médico, y el Personal del Centro Quirúrgico Ambulatorio de Stockton apoyan los derechos del paciente mediante el establecimiento de un proceso de quejas para responder a sus preocupaciones sobre los derechos del paciente y la calidad de cuidado.

Las quejas o reclamos deben ser tratadas sin temor a represalias.

Por favor incluya en su respuesta por escrito el nombre(s) de las personas involucradas en su cuidado, la descripción de su queja/reclamo, la propuesta para resolver la queja. Favor de ser lo más específico posible acerca de sus preocupaciones para que podamos abordarlas de manera oportuna.

El Administrador revisará su queja y le dará seguimiento por escrito dentro de un plazo de 14 días, indicando cómo se investigó su queja y el resultado de nuestra investigación. Le exhortamos a comunicarnos sus preocupaciones. Se puede comunicar con nosotros verbalmente o por escrito de la siguiente manera:

Quejas Verbales: Pida hablar con nuestro Administrador al (209) 944-9100 x126.

Quejas por Escrito:

The Ambulatory Surgery Center of Stockton
ATTN: Administrator Personal and Confidential
2388 N. California Street
Stockton CA 95204

También puede comunicarse con:

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