

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, Sequoia Surgical Pavilion 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.

Administrator
2405 Shadelands Drive, Suite 200
Walnut Creek, CA 94598
(925) 935-6700

Sequoia Surgical Pavilion is Medicare Certified and is accredited by the **Accreditation Association for Ambulatory Health Care, Inc (AAAHC)**. Any complaints regarding services provided at **Sequoia Surgical Pavilion** can be directed in writing or by telephone to:

Website for the Office of the Medicare Beneficiary Ombudsman
www.cms.hhs.gov/center/ombudsman
1-800-MEDICARE (1-800-633-4227)

or

Website for the Office of the California Medical Board
2005 Evergreen Street, #1200, Sacramento, CA 95815
www.mbc.ca.gov
1-800-633-2322

Department of Health Services
850 Marina Bay Parkway
Richmond, CA 94804-6403
(510) 620-3900

OR

AAAHC
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
(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 California** or the **Board of Podiatric Medicine**. The complainant is immune to any action regarding the complaint or information provided.