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 Manger 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

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.