



# Your Rights as a Patient

## With Regards to Complaints and Grievances

We want to do our very best to make sure you receive the best care and services we can provide. 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 needs, or if you are dissatisfied with any aspect of your care, Oakleaf Surgical Hospital has adopted procedures to help you share your concerns and allow us to take action to help resolve them. Certain federal and state laws also give you specific rights regarding filing grievances and complaints related to care and services.

### What should I do if I have a concern or am dissatisfied with something?

The most important thing you can do is let us know about your concern right away. Talk to your nurse or anyone else involved in your care. They will do their best to help resolve your concern or connect you with someone who can assist you.

If you feel your concerns have not been adequately addressed, ask to speak with a representative from administration. You may request a visit from the Department Leader, the Chief Nursing Officer, or the Chief Executive Officer. Please explain exactly what the problem is and how we can help.

### What if I am still not satisfied and want something done?

Ask any employee how you can file a grievance, they will connect you with someone who can assist you. Once a grievance is filed, an investigation will be completed, and you will receive a written response that includes:

- The decision of the hospital
- Steps the hospital has taken to investigate
- Results of the grievance
- Date of completion
- Name of a contact person at the hospital

### Additional Notices For Complaints

Concerns and complaints can be reported to:

The Joint Commission  
One Renaissance Blvd.  
Oak Brook Terrace, IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org)  
Phone: 800-994-6610

Center for Medicare and Medicaid Services  
7500 Security Boulevard  
Baltimore, MD 21244  
Phone: 877-267-2323

Wisconsin law gives you the right to file a complaint.

Complaints related to care and services of the hospital can be submitted to the Wisconsin Department of Health & Family Services:

Department of Health Services  
Division of Quality Assurance  
Bureau of Health Services  
P.O. Box 2969  
Madison, WI 53701-2969  
Phone: 800-642-6552  
Website: <http://dhs.wisconsin.gov>

Complaints against a physician or health care professional can be submitted to the Wisconsin Department of Health Services:

State of Wisconsin  
Department of Regulation & Licensing  
Division of Enforcement  
PO Box 8935  
Madison, WI 53708-8935  
Website: <https://dsps.wi.gov/pages/Home.aspx>  
Phone: 608-266-2112



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