9118 Bluebonnet Centre Blvd., Baton Rouge, La 70809
Phone 225-368-2330 Fax 225-368-2275

Submission and Investigation of Grievances

Advanced Surgical Concepts has a procedure for documenting the existence, submission, investigation and disposition of patient's written and verbal grievances.

All alleged violations/grievances relating but not limited to mistreatment, neglect, verbal, mental, sexual, or physical abuse will be documented. All grievances will be investigated. All allegations must be immediately reported to the Administrator of the center. Substantial allegations will be reported to the State authority.

Grievances will be reviewed monthly and a report forwarded to the Governing Board. The report will document how the grievance was addressed as well as provide the patient of the decision. The decision will contain the name of the administrator, the steps taken to investigate, the results of the grievance process and the date the grievance process was completed.

T o report a complaint you may contact the following;

Administrator Advanced Surgical Concepts	**Sherri Lewis R.N., C.A.S.C**	**225-368-2322**
State of Louisiana	**Department of Health and Hospitals**	**866-280-7737**
Federal Government	**CMS**	**www.cms.hhs.gov/center/ombudsman.asp**