

Winchester Eye Surgery Center

It is the mission of this organization to provide the level of care that we wish for our loved ones and ourselves. We welcome suggestions and complaints, as well as appreciation. Your feedback is important to help us improve patient care.

We will provide you with a Patient Satisfaction Survey after your surgery. We hope you take the time to complete the survey and offer suggestions as to how we can improve our care.

If you have a concern or complaint, you may express your apprehension at any time to a staff member or the Administrator of the Eye Center.

The Administrator reviews all complaints and attempts to rectify any issue within 48 hours of the receipt of the complaint.

If the issue is not resolved to your satisfaction, the Director of Quality & Compliance may be contacted via phone or in writing at to review the complaint for further follow-up.

Erin VanLoon
Director of Quality & Compliance
(804) 533-6770, ext 106-Phone
(804) 404-9562 – Secure Fax

To file a complaint of suspected violations of health department regulations and/or patient rights. Complaints may be filed at:

Virginia Department of Health
109 Governor Street, Suite 452A,
Richmond, VA 23219
(804) 864-7661

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman

1-800-MEDICARE (1-800-633-4227) <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

Accreditation Association for Ambulatory Health Care (AAHC)
(847) 853-6060 info@aaahc.org