

Eye Surgery Center *of Winchester*

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 Clinical Director of the Eye Center.

The Clinical Director 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 Medical Director and Governing Body will review the complaint for further follow-up.

Our patients have the right to file a complaint with the Virginia Department of Health. The Virginia Department of Health investigates consumer complaints regarding the quality of health care services received at outpatient hospitals. Complaints may be registered with the Department by calling 1-800-955-1819 or (804) 367-2106 or by completing a Consumer Complaint Report and mailing or faxing it to:

**Complaint Intake
Office of Licensure and Certification
Virginia Department of Health
9960 Mayland Drive – Suite 401
Richmond, VA. 23233-1463
Fax No.: 1-804-527-4503**

If you are a Medicare Beneficiary, the Office of the Medicare Beneficiary Ombudsman ensures that you receive the information and help you need to understand your Medicare options, rights and protections. You may contact them by visiting their website at:

<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>