Grievance Procedure:

Patients receive a questionnaire at the time of discharge giving the patient the opportunity to share comments regarding their care at the Surgical Center. If a patient would like to file a formal complaint, he/she can do so by forwarding a written or verbal explanation of the grievance (including patient name, address, and date of service) to:

Administrator of OISC and /or Illinois Department Public Health and AAAHC

Upon receipt of a patent's grievance at the Center, an investigation will be conducted, and the patient will generally be sent a written response within 7 days.