



300 Grove Street
Worcester, MA 01605

T: 508-754-0700
F: 508-831-9989

GRIEVANCE POLICY STATEMENT

The surgery center provides for and welcomes the expression of grievances/complaints and suggestions by the patient and patient's family at all times. This feedback allows the center to understand and improve the patient's care and environment.

Every patient has the right to file a grievance with any staff member or the facility's Administrator. In the absence of the Administrator, the Clinical Director and/or Medical Director will address the grievance/complaint.

The grievance process begins with the facility Administrator. If the patient is still not satisfied, the process is given to a Vice President. In the event, the problem is still not resolved the patient has the right to file a written complaint to the agencies listed below.

The main goal of the surgery center is to provide excellent care to every patient. Every patient is encouraged to ask questions.

Complaints and grievances may also be filed through:

Administrator: Richard Arington, BSN, RN, CNOR, RNFA

Medical Director: Stephan Hatch, M.D.

Patient Advocate: Peggi Chase, RN

Accreditation Association for Ambulatory
Care, Inc
5250 Old Orchard Road, Suite 200
Skokie, Illinois 60077
847-853-6060

Medicare Beneficiary Ombudsman
1-800-MEDICARE
[http://www.medicare.gov/claims-appeals/medicare-
rights/get-helpombudsman.html](http://www.medicare.gov/claims-appeals/medicare-rights/get-helpombudsman.html)

State of Massachusetts: The Division of Health
Care Facility Licensure and Certification
99 Chauncy Street
Boston, MA 02111
617-853-8000
www.mass.gov/dph/dhcq

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Richard Arington, BSN, RN, CNOR, RNFA
(Facility Administrator)

