



Any comments, questions, concerns or complaints should be directed to the Quality Improvement Coordinator or the Center Director. You may request to see the Quality Improvement Coordinator through the front desk, visit our website at <http://www.pimaheart.com/surgerycenter/> and/or complete a patient survey. Complaints are monitored and followed up by the Quality Improvement Coordinator, Administrator and the Pima Heart ASC, LLC Medical Executive Committee.

- a.) If an individual has any concerns not addressed about patient care and safety at Pima Heart Surgery Center, he or she is encouraged to contact the **Administrator, Claudia Rasnake at 520-838-3540**. If the concerns cannot be resolved through this manner, the individual is encouraged to contact the Accreditation Association for Ambulatory Health Care, AZ Department of Health Services or Centers for Medicare and Medicaid Services at any of the contact methods listed below:

AAAHC Institute for Quality Improvement

5520 Old Orchard Rd., Ste 200
Skokie, IL 60077

Online Complaint: email info@aaahc.org

Phone: 874-853-6060

Arizona Department of Health Services

Division of Licensing Services

50 N. 18th Avenue
Phoenix, AZ 85007

Online Complaint: https://app.azdhs.gov/ls/online_complaint/MEDComplaint

Phone: 602-542-1025

Centers for Medicare and Medicaid Services (CMS)

Office of the Medicare Beneficiary Ombudsman

www.cms.hhs.gov/center/Ombudsman.asp

1-800-MEDICARE (1-800-633-4227)