

### **Patient Complaint & Grievance Procedure**

ISMOSC's patient representatives are:

Leticia Ramirez RN, BSN, MBA - Administrator  
Penka Perfanov - Director of Nursing

Notify either of the patient representatives if you feel that any rights have been violated, or if you have a complaint, or suggestion for improvement. This can be accomplished by completing and returning your patient questionnaire or by direct contact:

Illinois Sports Medicine & Orthopedic Surgery Center  
9000 Waukegan Rd Suite 120 Morton Grove, IL 60053  
847.213.5444

Complaints or concerns may be given verbally or in writing at any time to any staff member and will be submitted to one of the patient representatives by the next working day. Complaints that cannot be resolved by the patient representatives shall be referred to the Administrator no later than three (3) days after the receipt of the report of the patient representative to the patient. The Administrator shall make an additional investigation and provide results of their investigation to the complainant with seven (7) days.

If the concern has not been addressed to your satisfaction, the problem may be referred in writing to the:

Illinois Department of Public Health  
Office of Health Care Regulation  
Central Complaint Registry  
525 W. Jefferson Street  
Springfield, IL 62761  
Phone: 800.252.4343  
TTY: 800.547.0466

For a copy of form: <https://dph.illinois.gov/sites/default/files/forms/healthcare-facility-complaint-form-061118.pdf>

Medicare Beneficiary Ombudsman  
<Http://www.cms.hhs.gov/center/ombudsman.asp>

If a concern has not been addressed to your satisfaction, excluding fee disputes, a complaint may be filed with the appropriate oversight board of the Illinois Department of Financial and Profession Regulation.

Illinois Department of Financial and Professional Regulation  
Phone: 312.814.6910  
<http://www.idfpr.com/admin/complaints.asp>