



Expressing Your Concerns

You and your family have the right to have your compliments, concerns and complaints addressed in a timely manner. Sharing your concerns and complaints will not compromise your access to care, treatment and services. The best person to help you is often your primary nurse. If your nurse is unable to resolve your complaint you can report your concern or complaint by calling:

Nursing Administration:
504.349.1600

Guest Services:
504.349.1134

Monday – Friday • 8:00 a.m. to 4:30 p.m.

After hours and weekends call the operator on in house phones by dialing "0" and ask for the nursing house supervisor. All attempts will be made to resolve the issue in a timely manner. If your concern or complaint was not adequately addressed during your stay with us, you or your representative can submit your concern or complaint to the *Grievance Committee* for review.

Please submit a grievance in writing:

The Grievance Committee
1101 Medical Center Blvd., Suite N 201
Marrero, Louisiana 70072
504.349.1134

If you feel that your concerns have not been addressed or resolved, you may contact the:

Joint Commission's Office of Quality Management
1.800.994.6610
complaint@jointcommission.org

You and your representative have the right to lodge a concern or complaint with the *Louisiana Department of Health and Hospitals*. To submit a complaint in writing:

Department of Health and Hospitals
628 N. 4th Street (PO Box 629, Baton Rouge, LA 70821)
Baton Rouge, Louisiana 70802
1.866.280.7737

Medicare beneficiaries have the right to contact a *Medicare Quality Improvement Organization* (QIO) with concerns about the quality of care they receive under the Medicare program, disagreements about a coverage decision or to appeal a premature discharge.

The Quality Improvement Organization (QIO) address is:

KEPRO
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
Phone: 1.844.430.9504 or 1.216.447.9604
TTY: 1.855.843.4776

West Jefferson Medical Center provides services without regard to race, color, religion, national origin, sex, disability, age or economic status.