

West Jefferson Medical Center

Expressing Your Concerns

Including Concerns About Patient Safety

You and your family have the right to have your 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 issue you can report your concern or complaint by calling:

(504) 349-1600
Nursing Administration
Monday – Friday
8:00 a.m. to 4:30 p.m.

(504) 349-1134
Guest Services
Monday – Friday
8:30 a.m. – 5:00 p.m.

After hours and weekends call operator (504) 347-5511 and ask for Nursing Supervisor. All attempts will be made to resolve the issue in a timely manner.

If you feel your concern or complaint was not adequately addressed, 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
Suite N205
1101 Medical Center Boulevard
Marrero, Louisiana 70072
Or by telephone: (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 at 1-800-994-6610 or e-mail at complaint@jointcommission.org

In addition, 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
500 Laurel Street
Baton Rouge, Louisiana 70801
Or by telephone: 1-866-280-7737

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