

WATERSIDE AMBULATORY SURGICAL CENTER

We are committed to your care. We strive to deliver high quality, cost effective healthcare in the communities we serve. To accomplish this we would like to know what we are doing right or what needs improvement. We depend on our patients and their families to keep us informed.

If you have a complaint involving our surgery center and wish to speak to someone directly, please call during regular business hours Press the prompt for Administrator at (561) 721-8755 or write to:

- Waterside Ambulatory Surgical Center
- **Attn: Administrator**
- 2001 N. Flagler Dr.
- West Palm Beach, FL, 33407

Filing a complaint will not adversely affect your care or access to care. If you have a complaint against this facility, you may directly contact:

- Agency for Health Care Administration
- Complaint Administration Unit
- 2727 Mahan Drive, Bldg. 1
- Tallahassee, FL 32308
- (888) 419-3456
- <http://ahca.myflorida.com/contact/index.shtml>

If you have a complaint against a health care professional, you may contact:

- Florida Department of Health
- Consumer Services Unit
- 4052 Bald Cypress Way, Bin C75
- Tallahassee, FL 32399-3260
- (850) 245-4339
- <http://www.floridahealth.gov/>

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman. Call (800) 633-4227 or visit the webpage at <https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Our surgery center is accredited by the following organization; you may also contact them directly with any concerns/complaints:

- The Joint Commission
- 1515 West 22nd Street, Suite 1300W
- Oak Brook, Illinois 60523
- 630-268-7400
- <http://www.jointcommission.org>