

Dear Patients and Visitors:

If you have any special concerns or complaints about our center, especially in regards to your care and safety, please speak up! Ask to see the Administrator, Sherry Hardee. We will make every effort to address your concerns. In the event we are unable to address your concerns to your satisfaction, you may contact any of the following agencies:

- Joint Commission on Accreditation of Healthcare Organizations
800-994-6610 or
complaint@jointcommission.org
- State of Tennessee Department Healthcare Facilities, Complaint Intake Unit 877-287-0010 or
<http://health.state.tn.us>

Address: 227 French Landing, Suite 501
Heritage Place Metro Center
Nashville, TN 37243

- Medicare 800-633-4227 www.cms.gov
<http://www.medicare.gov/ombudsman/resources.asp>

Thank you,

Upper Cumberland Physicians Surgery Center