

Patient Grievances

The patient and family are encouraged to help the SSASC improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate in the New York State Department of Health or Medicare. The surgery center will respond in writing with notice of how the grievance has been addressed. Should you be unable to exercise these rights on your own, please have your authorized representative do so on your behalf.

Concerns or complaints can be expressed in any of the following ways:

Discuss with your physician.

Discuss with the center's Administrator at (516)-887-0890 or write to:

South Shore Ambulatory Surgery Center
444 Merrick Road, Suite 400
Lynbrook, NY 11563

Call the New York State Department of Health complaint hotline at (800) 804-5447 or write to:

New York Department of Health
433 River Street, Suite 303
Troy, NY 12180-22299

Call the Medicare Beneficiary Hotline at (800) 331-7767 or write to:

IPRO, Medicare Beneficiary Complaint Department
1979 Marcus Ave, Suite 105
Lake Success, NY, 11042

Call the Accreditation Association *for* Ambulatory Health Care, Inc. at (847) 853-6060 or write to:

AAAHC Institute for Quality Improvement
5250 Old Orchard Road, Suite 250
Skokie, IL 60077