

Notice to Patients

The nursing and medical staffs at North Suburban Surgery Center are committed to excellence in the care of every patient. It is our intent that all patients receive a level of care that meets or exceeds their environmental, psychological, and physical needs. We encourage you to inform us if you feel that such needs are not met. You may initiate a grievance by sending a written report to:

North Suburban Surgery Center
Attn: Celeste Griffith, Administrator
9195 Grant Street, Suite 200, Thornton, CO 80229
Phone: 720-872-7350

Or

Shaun Cartwright, Vice President of Operations
HealthONE/Continental Division Office
HCA Ambulatory Surgery Division
4900 South Monaco Street, Suite 380, Denver, CO 80237
Phone: 720.279.2341

All grievances must be signed, but upon request, confidentiality will be respected. You are guaranteed a written response within ten (10) working days.

If resolution of your complaint is not met to your satisfaction, you may contact:

Colorado Department of Public Health and Environment
4300 South Cherry Creek Drive South, Denver, Colorado 80246
Phone: 303.692.2000

Or via email at: health.facilities@state.co.us

Or

Accreditation Association for Ambulatory Health Care
5200 Old Orchard Road, Suite 200, Skokie, Illinois 60076
Phone: 847.853.6060

Or

Medicare Beneficiary Ombudsman at
www.cms.hhs.gov/center/ombudsman.asp