

NORTHSIDE FOOT & ANKLE OUTPATIENT SURGICAL CENTER, INC.

Grievance Procedures

Complaints should initially be voiced to the physician and/or nurse providing care. If the situation is not resolved to your satisfaction or at time during the process, you may contact the Compliance Officer, Estar Acosta at (770) 963-5161 x224. Additionally following is the contact information for the state and federal regulatory agencies:

**James Courtney, Regional Director
State Health Planning Agency, Health Care Section,
Two Peachtree Street, NW, Suite 33- 250,
Atlanta, GA 30303-3142,
Phone: (404) 657-5430
<http://sos.georgia.gov/plb/>**

**Medicare Ombudsman
www.cms.hhs.gov/center/ombudsman.asp**

**Department of Health and Human Services (DHHS)
www.hhs.gov
Phone: (202) 619-0257**

**Office of Inspector General (OIG)
www.os.dhhs.gov/oig
Phone: (202) 619-3148**