

## Concerns/Problems/Complaints About your Health Care

- If you have a concern, problem, or complaint related to your care, speak to your doctor, nurse or other staff member. If “on-the-spot” resolution with the center’s staff or manager is not possible, the grievance will be reviewed and the patient notified within 14 days.
- You can contact our Administrator, Director of Nursing or Business Office Manager by calling 360.788.7740.
- If we have not resolved the problem you may contact the Washington State Department of Health using the following information:

Washington State Department of Health  
HSQA COMPLAINT INTAKE  
PO Box 47857  
Olympia, WA 98504-7857

Phone: 360.236.4700

Toll Free: 800.633.6828

Fax: 360.236.2626

Email: [HSQAComplaintintake@doh.wa.gov](mailto:HSQAComplaintintake@doh.wa.gov)

OR

Office of the Medicare Beneficiary Ombudsman:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Medicare Help and Support: 1.800.MEDICARE