

Patient Relations and Quality Concerns

Your healing, comfort and well-being are our primary concerns. If at any time you have questions, concerns or a complaint about the level of care of service provided, we encourage you to promptly bring it to the attention of any member of the care team.

The patient relations staff at Concord Endoscopy Center or GI Associates of NH are available to you by phone or to meet with you to discuss and investigate a grievance or concern that you have. Your concern will be handled in a confidential manner. If you would like to detail your concern in writing, a grievance/complaint process description and form are available by calling (603) 228-1763.

Complaints

You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our privacy officer of your complaint. We will not retaliate against you for filing a complaint.

You may contact the Director of CEC, 60 Commercial St., Ste 201, Concord, NH 03301, 603-415-9450 or the Practice Manager at GI Associates of NH, 60 Commercial St., Ste 404, Concord, NH 03301, 603-228-1763.

The state agency to which grievances may be sent regardless of whether a grievance is filed with Concord Endoscopy Center is:

State of New Hampshire
Department of Health & Human Services
Bureau of Health Facilities Administration
129 Pleasant Street, Concord, NH 03301-3857
(603) 271-4592 or NH toll free (800) 852-3345
www.medicare.gov/ombudsman.resources.asp