



Frederick Endoscopy Center Grievance Policy

Comments, Suggestions or Grievances

It is the policy of the Frederick Endoscopy Center to consistently strive to maintain the highest possible degree of patient satisfaction. Patients are encouraged to contact management directly with any comments, suggestions or grievances.

If you choose to present your concern in writing, please address your patient care issue to the Clinical Director or for any business issues the Business Administrator. Both can be reached at:

The Frederick Endoscopy Center
7115 Guilford Drive
Suite 201
Frederick, MD 21704

Someone will contact you for information after your concern is received. You will receive a written resolution of your concern within 60 days. If the resolution is not to your satisfaction, if you believe further investigation is necessary or if you feel strongly that this issue should be reported to state or federal officials, the address below may assist you.

Office of Health Care Quality
Maryland Department of Health and Mental Hygiene
Spring Grove Center
Bland Building
55 Wade Avenue
Catonsville, MD 21228

Web site http://dhmh.state.md.us/ohcq/about_ohcq/about_ohcq.htm

OR

Office of Medicare Beneficiary Ombudsman
Web site www.cms.hhs.gov/ombudsman/resources.asp