

Dear Patients and Visitors:

If you have any special concerns or complaints about our center, especially in regards to your care and safety, please speak up! Ask to see the Administrator, Julie Jones RN. We will make every effort to address your concerns. In the event we are unable to address your concerns to your satisfaction you may contact any of the following agencies:

- **Joint Commission on Accreditation of Healthcare Organizations 800-994-6610 or complaint@jointcommission.org**
- **State of Tennessee Department Healthcare Facilities, Complaint Intake Unit 877-287-0010 or <http://health.state.tn.us>**
- **Medicare Beneficiary Obudsman 800-633-4227 <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>**

Thank you