

## **Reporting a Grievance or Complaint**

During your time with the Ochsner Diabetes Care Management Team, you may have a grievance or complaint with our services. Your Patient's Bill of Rights gives patients, families, and caregivers the right to express concerns and grievances and the right to expect a reasonable and timely response.

Your presentation of your concerns is not viewed negatively. It is an opportunity for us to improve the quality of our care and services we provide to you.

You may report your concerns directly to your case manager, or you can phone in a complaint to:  
Ochsner Diabetes Care Management Program Manager  
Melissa Guillot, MS, RD, LDN, CDE  
504-842-4057

You may also send a complaint letter to:

Ochsner Diabetes Care Management Program Manager  
1514 Jefferson Highway  
New Orleans, LA 70121  
6<sup>th</sup> floor Clinic Tower

Tell us the details of your complaint and provide us with a contact phone number so we can contact you to obtain additional information. We will return a call to you within two business days of our receipt of your complaint, and to request additional information as needed. If you choose to mail a letter, your complaint may take a few days longer to reach us.

All grievances will be addressed as quickly as possible. A grievance or complaint that involves situations or practices which place patients in immediate danger will be addressed as an urgent matter. We will work to resolve all other complaints within seven days of receipt. By that time, you will receive a phone call with either the resolution of your complaint, or a plan for corrective action. A formal written response will be sent to you within 30 days of receipt of your grievance.

If a resolution cannot be completed within 30 days, a letter will be sent to you or your family member with an estimated time for the final response.

Additionally, all patients have the right to file complaints with external agencies, without exception. Complaints/grievances can be addressed to the following agencies:

### Patient Safety or Quality of Care Concerns

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
(800) 994-6610 Toll Free

### HIPPA Privacy/Security Concerns

Office for Civil Rights Region IV  
U.S. Department of Health & Human Services  
1301 Young Street, Suite 1169  
Dallas, TX 75202  
(214) 767-4056 Phone  
(214) 767-8940 TDD  
(800) 368-1019 Toll Free

Medicare/Medicaid Billing Concerns  
Center for Medicare & Medicaid Services  
Region 6  
1301 Young Street, Suite 714  
Dallas, TX 75202  
(214) 767-6423 Phone  
(800) 447-8477 Toll Free

General Concerns  
Louisiana Department of Health and Hospitals (DHH)  
(866) 280-7737 Toll Free Complaint Hotline

Concerns Regarding Diabetes Education  
American Diabetes Association  
Director, Education Recognition Program  
1701 North Beauregard St.  
Alexandria, VA 22311  
(888) 232-0822

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