

Patient Complaints and Grievances

- Gastro Care will receive, investigate and follow up complaints regarding the quality or appropriateness of services.
- Gastro Care has a complaint form that may be obtained from the receptionist by any individual who wishes to report concerns that they have with the services provided.
- Gastro Care, through its administrator, medical staff and governing body will investigate all complaints. Based on the findings, appropriate action is taken to rectify the problem.
- A response is provided to the individual within 30 days.
- An individual can contact the administrator directly at 937-629-3600.
- If an individual feels that their complaint was not handled appropriately, the Ohio Department of Health Office can be notified at 800-342-0553 or via email at HCComplaints@odh.ohio.gov
- If an individual feels that their complaint was not handled appropriately, the Federal Government can also be notified. Contact the Department of Health and Human Services at 1-877-696-6775.

Non Discrimination

It is the policy of Gastro Care, LLC to provide care to patients regardless of race, religion, age, ethnic origin, sex, nationality, sexual orientation, age or educational background.