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Any comments, questions, concerns, or complaints should be directed to the Quality Improvement Coordinator, Administrator, and/or Symbion, Inc. You may request to see the Quality Improvement Coordinator or Administrator through the front desk, visit our website at [www.surgcare.com](http://www.surgcare.com), and/or complete a patient survey. Complaints are monitored and followed-up by the Quality Improvement Coordinator, Administrator, and the Wilmington SurgCare Medical Executive Committee.

If an individual has any concerns not addressed about patient care and safety at Wilmington SurgCare, he or she is encouraged to contact the Administrator at 910-763-4555 ext. 111. If the concerns cannot be resolved through this manner, the individual is encouraged by Wilmington SurgCare to contact the Accreditation Association for Ambulatory Health Care.\* \*The public may contact AAAHC to report any concerns or register complaints about a AAAHC accredited organization by either calling 847-853-6060, emailing [info@aaahc.org](mailto:info@aaahc.org), or writing to: AAAHC Institute for Quality Improvement, 5250 Old Orchard Rd, Ste 200, Skokie, IL 60077

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