

Patient Grievance Policy

Office Anesthesiology & Dental Consultants, PC (OADC) strives to provide the highest level of anesthesia care to you or your family member. In the case there were any concerns regarding the care that you have received, this is our grievance policy:

- 1) Any incidents should be reported to our office manager by phone at 630-620-9199 or via US mail to PO Box 2577 Glen Ellyn, IL 60137.**
- 2) If the incident is of patient-care nature, the office manager will alert the anesthesiologist/clinical director and seek appropriate action.**
- 3) If the concern is administrative in nature, the office manager will communicate with the patient/legal guardian for the appropriate action.**
- 4) In the unlikely case that the issues of concern cannot be remedied to the satisfaction of both parties, OADC can seek peer arbitration through the local or State professional association if so requested by the patient/legal guardian.**
- 5) Patients/guardians can also report unresolved grievances to the State or local professional society in Illinois through www.isds.org or the Indiana Board of Dentistry.**