

## Patient Rights

We strive to provide the highest quality of care and services to patients, and we truly want to address concerns or issues immediately.

Southwest Health Center encourages patients and their families to report any care-related concern to the nurse/person providing the care or to a supervisor immediately.

If the concern is not resolved in this manner, consider contacting:

**Hospital** - Director of Patient Care Services at 608.348.2331, Ext. 2208 or email at [PatientCare@southwesthealth.org](mailto:PatientCare@southwesthealth.org)

**Nursing Home** – Administrator at 608-744-2161 or email at [NH@southwesthealth.org](mailto:NH@southwesthealth.org)

**Senior Behavioral Sciences** – Program Director at 608-348-3656 or email at [SBS@southwesthealth.org](mailto:SBS@southwesthealth.org)

You may also contact Southwest Health Center's President/CEO:

Anne Klawiter

1400 East Side Road

Platteville, WI 53818

(608) 348-2331

[CEO@southwesthealth.org](mailto:CEO@southwesthealth.org)

You may also call or contact:

Department of Health & Family Services

DQA/Bureau of Health Services

Acute Care Compliance Section

P.O. Box 2969 Madison, WI 53701-2969

(608) 266-8481

If your concern is not resolved at this point, you may also report concerns about safety and quality of care to The Joint Commission. Concerns may be reported online, by email, fax or regular mail.

**Mail:**

Office of Quality Monitoring

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

**Email:** [Complaint@jointcommission.org](mailto:Complaint@jointcommission.org)

**Fax:** Office of Quality Monitoring at (630) 792-5636

**Online:** [www.jointcommission.org/GeneralPublic/Complaint/](http://www.jointcommission.org/GeneralPublic/Complaint/)

### **Online Complaint form**

The Internet form for submitting a complaint can be accessed at

<http://dhfs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>.

Any individual may file a complaint regarding a (staff) person, agency, or DQA regulated facility (including clinical labs) by supplying the information requested in this online form.

Complaints:

Division of Quality Assurance –  
Bureau of Health Services  
(608) 266-8481

DQA/ Bureau of Health Services  
1-800-642-6552 (hotline) or 608-  
266-8481 (DQA main number)