

### Patient Complaint Process

All of our customers are very important to us. So that we can resolve any problems that arise in a rapid and effective manner, we have developed the following patient grievance procedure.

1. When you have a concern, you can speak directly to the clinician delivering your testing at the next visit.
2. If you do not want to wait to speak to the clinician, or if the issue you have involves our employee, you can call our office and speak with our lab manager to voice your concern or register a complaint.

We value your business greatly and want to hear from you when you have a concern or problem with our service. If you have an issue or concern you want to address,

**Please Call 319-504-2896, and ask for the Lab Manager**

If after working with our management you feel an issue relating to your care is not being resolved in a manner you deem appropriate, you may contact our accrediting body, or the following agencies to further discuss the grievance of complaint you have; Their contact information is listed below;

**Accreditation Commission for Health Care, Inc.**  
4700 Fall of Neuse Rd., Suite 280  
Raleigh, NC 27609  
Phone: (919) 785-1214  
Fax: (919) 785-3011  
E-mail: customerservice @ achc.org  
Office Hours: Monday through Friday  
8:00AM to 5:00PM ET

**Iowa Department of Inspections and Appeals**  
**Health Facilities Division/Complaint Unit**  
Lucas State Office Building  
321 East 12th Street  
Des Moines, Iowa 50319-0083  
800-972-2017

**Office for Civil Rights**  
**U.S. Department of Health and Human Services**  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Customer Response Center: (800) 368-1019  
Fax: (202) 619-3818  
TDD: (800) 537-7697  
Email: ocrmail@hhs.gov