



## Your Experience Is Important to Us

If you have a complaint or concern about any aspect of your care, please contact us.

You may initiate the process by:

- Speaking with a GI Associates Team member at any time
- Sending a message via your gPortal account
- Calling and requesting to speak with our Administrator 715.847.2558,  
Toll Free at 877.442.7762

At any time, you may also contact:

Department of Health and Family Services  
Bureau of Quality Assurance  
PO Box 2969  
Madison, WI 53701-2969  
Telephone: 608-266-8481  
Or 1-800-642-6552  
<http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>

Or:

Medicare Beneficiary Ombudsman  
1 (800) MEDICARE (1.800.633.4227)  
<http://www.Medicare.gov/navigation/help-and-support/ombudsman.aspx>

Concerns specifically related to GI Associates pathology services may be directed to:

Joint Commission.  
E-mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)  
Fax: 630-792-5636  
Mail: Office of Quality and Patient Safety, The Joint Commission One Renaissance Boulevard,  
Oakbrook Terrace, Illinois 60181

Or:

Centers for Medicare & Medicaid Services (CMS) Central Office, Division of Laboratory Services (CLIA), in Baltimore, Maryland at 410-786-3531 locally or at 1-877-267-2323 (toll free) extension 63531.