

Sanford USD Medical Center recognizes that health care concerns are best resolved with your physician, nurse or other member of the team involved in your treatment. If your concern is not resolved to your satisfaction, the Clinical Care Coordinator or Department Director is available to assist you. The Patient Relations staff is also readily available to provide assistance regarding concerns you may have related to your care.

Patient Relations
Sanford USD Medical Center
P.O. Box 5039
Sioux Falls, SD 57117-5039
(605) 333-6546

Sanford USD Medical Center is a Joint Commission accredited institution. The Joint Commission will conduct unannounced surveys periodically to verify that the organization is in compliance with the Joint Commission standards for quality and safety. If you have concerns about the safety or quality of care provided in the organization, you may report these concerns to the Joint Commission.

Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(630) 792-5000
Fax: (630) 792-5005 or E-mail: complaint@jointcommission.org

At any time, you or your representative may contact the South Dakota Department of Health at:

South Dakota Department of Health
Licensure and Certifications
615 East 4th Street
Pierre, SD 57501
(605) 773-3356

If Medicare is paying your health care bills and you are inpatient, and believe that you are being discharged prematurely, you may contact:

South Dakota Foundation for Medical Care
2600 W. 49th Street, Suite 300
Sioux Falls, SD 57105
(605) 336-3505



Improving the Human Condition

sanfordhealth.org