

We will keep your complaint on file against the hospital. The Department mailing address for future reference is Illinois Department of Public Health, Division of Health Care Facilities and Programs 525 West Jefferson St, 4th Floor Springfield, IL 62761.

Sincerely,

Karen Senger, RN

Karen Senger, RN, BSN
Division Chief
Division of Healthcare Facilities and Programs

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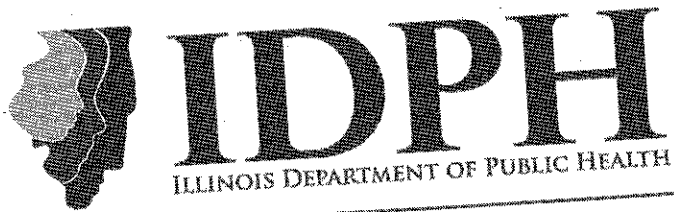
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525-535 West Jefferson Street • Springfield, Illinois 62761-0001 • www.dph.illinois.gov

November 19, 2020

Misiu Twjo
Marjamesmar@gmail.com
Jan Lubek
janlubekhere@gmail.com

Dear Misiu Twoj and Jan Lubek:

This is in response to your complaint concerning Gottlieb Memorial Hospital in Melrose Park and the physicians

This letter acknowledges receipt of your correspondence concerning the above noted hospital and physicians. The Department is sorry for the loss of your family member Wanda Nida. The Illinois Department of Public Health does not regulate physicians. Your complaint was reviewed and prioritized based on the seriousness of the allegation. After careful review of the allegation(s), we determined that this complaint should be referred to the Illinois Department of Professional Regulation (IDFPR). Based on the documents submitted you already have an open complaint investigation with IDFPR regarding the medical care provided by the physicians for your family member Wanda Nida. If you wish to follow-up with the Illinois Department of Professional Regulation, you may contact them at (312) 814-6910.

The Complaint information provided against Gottlieb Memorial Hospital was from over ten years ago 2010. The Department only investigate complaints with an alleged event occurring no more than 12 months, to survey to determine current compliance with the Federal and State Regulations.

In addition, after careful review of the allegation(s), since Ms. Nida was of Medicare age you could refer your concerns to federal Medicare quality improvement organization (QIO) authorized by the Medicare program to review services provided to Medicare beneficiaries in the state of Illinois. The contact information is below:

10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105

Contact number: 888-524-9900
Fax: 844-420-6671
TTY for all areas: 888-985-8775

Hours of operation: Weekdays: 9:00 a.m. to 5:00 p.m. Eastern time and Saturday and Sunday 11:00 a.m. to 3:00p.m. Eastern time.

To file a complaint, call the number above or go the link below, complete and sign the complaint form and mail to the address above or fax to 844-420-6671.
<https://www.livantaqio.com/assets/file/cms10287english.pdf>

Sincerely,

Karen Senger, RN, BSN
Division Chief
Division of Healthcare Facilities and Programs