

Share your comments,
compliments, suggestions,
or concerns.

Ochsner Patient and Provider Advocacy
supports patients and their families who
receive care at any of our campuses.

- If you are an inpatient on a nursing unit or in the Emergency Department, please discuss your questions and concerns with a member of your health-care team, your primary nurse, the nursing unit administrator, or your the physician treating you.
- If you are a patient in other areas of the hospital, please discuss any questions or concerns with the staff providing your care, their manager, or the physician treating you.

You may also contact an Ochsner representative regarding your clinic or hospital experience by phone or mail where care was provided.

Ochsner Patient and Provider Advocacy

- 1-844-959-HEAR (4327)
- PatientAdvocate@ochsner.org
- ochsner.org/patients-visitors/complaints-and-grievances



Patient and Provider Advocacy



1-866-OCHSNER | ochsner.org



At Ochsner, we are committed to listening to our patients and learning from their experiences.

Your feedback, whether it's a compliment or complaint, is an opportunity for us to learn and to improve the quality of the care that we provide.

We want to have a relationship with you based on mutual respect, dignity and trust. Our processes are based on knowledge, collaboration, and fairness. We are listening.



What can I expect if I want to make a complaint?

You can expect to be treated with respect, dignity, and courtesy. You can expect to be able to speak openly and freely about your concerns.

You will be asked to tell your story from your perspective. A member of the Ochsner Patient and Provider Advocacy team will explain the hospital's complaint process to you.

Can I make a complaint if I am not the patient?

Yes, but consent is required from the patient or the patient's representative before we can share information specific to that patient's care or treatment.

I am afraid that if I complain, things will be worse for me or my family. Can this happen?

It is understandable and natural to feel that way. We look at feedback as an opportunity to improve the care we provide. Disrespectful behavior will not be tolerated at any time, from anyone.

Commonly Asked Questions

Who should I contact regarding a complaint, compliment, or comment regarding the care I received at Ochsner?

We suggest that where possible, you first share your feedback with a member of the team involved in your care or with the unit manager. If this is not possible, contact Ochsner Patient and Provider Advocacy by phone, in writing through mail, or in person at the location where you received care.