



Dear Patient:

Welcome to Upper Valley Surgery Center where we are dedicated to providing all patients with the highest quality of care while utilizing the most cost effective measures. Jay McMaster, D.O and Barry Peterson, D.O., the physicians who practice here, are also the owners of this Professional Limited Liability Corporation. As owners, they play an active leadership role in fulfilling our commitment to you.

We are proud to announce that this Surgery Center has been accredited by The Joint Commission Organization. “The Joint Commission and its Gold Seal of Approval™ is a widely recognized benchmark representing one of the most comprehensive evaluation processes in the health care industry.” We recognize the Joint Commission Accreditation as the Gold Seal for providing safe, high quality patient care. Achieving accreditation from the Joint commission is a team effort that will bring confidence to our patients and give us a framework to provide the best care possible.

Patient satisfaction is a key element to our success so please let us know how we are doing so we can improve. You will be asked to fill out a survey to evaluate comfort, cleanliness, patient care, and patient education. Survey information will be gathered and discussed with management and adjustments to care will be made as needed. If you have any questions or concerns, you can contact the Surgery Center Administrator, Celeste Walker at 208-419-0351 or email cwalker@uventallergy.com.

You can also contact:

The Ombudsman for Southeast Idaho- Tara Fellows- 208-522-5391 or tfellows@EICAP.org.

Or

The Joint Commission- complaint@jointcommission.org or by mailing to:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Thank you for coming in today!

Upper Valley Surgery Center