



PATIENT GRIEVANCES NOTIFICATION

POLICY:

Occasionally, situations may arise that are difficult to resolve. Thus, the grievance process is available to patients who wish to have a problem formally reviewed.

The Grievance review will progress up to the center Administrator or his/her designee if necessary. The decision by the Administrator or designee will be binding on all parties involved. The objective is to reach a decision that is mutually satisfactory to all parties involved.

PROCEDURE:

- A patient who wishes to utilize the Grievance procedure must do so in the prescribed manner.
- A patient may submit a problem orally or in writing to the Administrator within three (3) working days after the problem becomes known to the patient.
- The Administrator will attempt to resolve the patient's grievance during the initial meeting. If unable to reach a mutually agreed upon settlement, the Administrator will investigate the situation further and will make a best effort, within thirty (30) working days, to send to the patient a written notification of the decision.
- The center will document how the grievance was addressed.
- The notification to the patient will contain the name of the center's contact person, the steps taken to investigate the grievance, the results of the investigation and the date the investigation was finalized.
- If the patient isn't satisfied then they may then file an external grievance with the U.S. Department of Health and Human Services.

GRIEVANCE PROCEDURE GUIDELINES

- Established center policy or procedure is not, itself, subject to the grievance procedure. It is only the interpretation or execution of these policies that can create a grievance.
- Every grievance should be submitted orally or in writing within three (3) working days after the problem becomes known to the patient.
- The grievance procedure is available to all patients and visitors of the center.
- A person may file an external grievance by filing a complaint of discrimination on the basis of handicap with the U.S. Department of Health & Human Services, Office for Civil Rights.
- The Grievance Coordinator at this center will be the Administrator.