

Approved By:	Board of Directors	Adopted Date:	Unknown
Distribution:	Site Administrators, Health Center Staff	Revision Date(s):	12/99, 3/12, 8/12, 4/18
Category:	Administration and Governance	Reviewed Date(s):	

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PURPOSE:

To provide patients a mechanism to submit their concerns, to provide Open Door Community Health Centers (ODCHC) staff an opportunity to respond to those concerns, and to improve ODCHC processes where necessary.

POLICY:

- Whenever possible, complaints/concerns should be addressed at the time they are received.
- If the complaint/concern cannot be resolved at the time it is received, the staff member receiving the complaint/concern should complete a Patient Concern Report form and notify their supervisor.
- The Patient Concern Report form should be utilized as a tool for documenting and tracking complaints/concerns whenever necessary.
- All complaints/concerns must be handled confidentially, with care and in a timely manner.
- Patient Concern Reports will be filed in the Operations Department.
- A central log of reports will be maintained by the Operations Department.

It will be the Site Administrator's responsibility to be the primary investigator with the Regional Director as an alternate investigator.

As appropriate, the investigator will:

- Further investigate the source and nature of the situation.
- Work to resolve the situation, if appropriate.
- Respond back to the staff person receiving the concern.
- Share the concern with the staff person referenced.
- Respond to the patient at the conclusion of the investigation.
- The investigator is to determine if the concern warrants a Consolidated Situation Report and assist the staff in completing one.
- The investigator will send the original report, with notations of the investigation and attached documents to the Regional Director, then to the Compliance Officer.

It will be the Compliance Officer's responsibility to be the administrative oversight for patient complaints/concerns.

As appropriate, the Compliance Officer will:

- Follow-up on incomplete investigations.
- Consult with the Regional Directors.
- Route the reports to the Chief Operations Officer, Corporate Medical Officer and/or Risk Manager.
- Share findings with the Chief Operations Officer for decision-making purposes.

REFERENCES:

None

AG.403 PATIENT COMPLAINTS/CONCERNS

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ASSOCIATED DOCUMENTS:

ODCHC Form #605 Patient Concern Report

ODCHC Form #624 Consolidated Situation Report

AG.408_Consolidated Situation Reports

OPS.024 Patient Complaints (Retired)

KEYWORD TAGS:

Complaint, concern, upset, patient, angry