Policy:

Patients or the patient's representative will be afforded the right to express complaints regarding the patient's medical care and services. Said complaints will be researched, investigated and responded to in a consistent and timely manner by the Administration of Premier Medical Group (PMG).

Procedure:

- If a patient or his/her representative has a complaint regarding the quality of medical service or any issue they would like to address, the patient or representative will be encouraged to speak with the patient’s healthcare provider, and/or an administrative representative to discuss this complaint.

- If the complaint cannot be satisfactorily resolved in a timely and uncomplicated manner the complaint must be referred promptly to the Administration of PMG.

- All patients shall be made aware of the grievance process for addressing complaints by written information provided to the patient upon admission, through the Patients’ Rights.

- When the complaint has been fully reviewed, Administration if appropriate, will meet with or contact by telephone the patient/or their representative to discuss the findings of the complaint and the proposed resolution, including any corrective action proposed or taken.

- Patients must be advised of their right to contact the state agency without participating in the facility’s grievance process. At all times prior to or during the process, if the patient or his/her representative becomes dissatisfied with the process or findings of the complaint or any action taken, without fear of reprisal or discrimination, the patient or his/her representative must be advised that he/she can contact the: New York State Department of Health at 1-800-804-5447 or Joint Commission at 1-800-994-6610 or www.jointcommission.org.

Date Policy to be reviewed: 01/18