

## Description of Hospital Complaint Process

The hospital shall describe its consumer complaint resolution process including but not limited to:

### **1. A description of the complaint process, including how to register a complaint;**

#### **PROCEDURE**

##### *Complaints*

- a. Complaints may be received from patients, family members, visitors, or outside agencies, herein referred to as “complainant.” Complaints may be received either in person, by telephone, letter, fax, Patient Satisfaction Survey, Patient Call Manager, Business Office Patient Accounts Quality Assurance (QA) request or electronically.
- b. All employees, volunteers and physicians should alert the appropriate personnel when patient concerns and complaints are brought to their attention.
- c. Within 10 business days from receipt of the complaint, a formal written response will be created by the intake resource investigating and resolving the complaint unless an acknowledgement letter has been sent requesting additional time for the investigation.
  - i. The letter will be mailed to the complainant at the conclusion of the investigation.
  - ii. The follow up letter will contain a summary of the steps taken to investigate, the results of the investigation, the date of completion, and contact information for any future communication about the complaint.

##### *Grievances*

- iii. If a complainant is dissatisfied by the outcome of the complaint process as listed in section 1, they will be offered a grievance.
- iv. The Risk Management Specialist is responsible for initiating the Patient Grievance Process by notifying the complainant in writing of the grievance process.
- v. The complainant is offered the opportunity to write a letter describing their grievance and send it to Rutland Regional Medical Center, Attention: Risk Management Specialist, 160 Allen St., Rutland, VT 05701; Call the Risk Management Department at (802) 747-3761 and describe their grievance by phone; If complainant wishes, he/she may contact other external agencies, as listed on the Patient Bill of Rights and in the RRHS Notice of Privacy Practices.
- vi. A formal written response is sent to the complainant within 30 days after receipt of the grievance. The response will include the contact person for any future communications about the grievance, a summary of the steps taken to investigate the grievance the results of the grievance investigation process, and date of completion.

##### **Questions and Complaints**

If you have a question about complaints about your care, please contact our Patient Relations Department at [802.772.1978](tel:802.772.1978) or [802.772.2819](tel:802.772.2819) Patient Relations Department, Rutland Regional Medical Center, Rutland, VT 05701.