

<b>Policy Name:</b>	<b>Patient Grievances</b>		
<b>Section:</b>	Section 5, Quality Management and Improvement		
<b>Policy #:</b>	5.5	Subsequent Related Attachment(s) #:	N/A
<b>Purpose:</b>	To ensure prompt and complete handling of all patient concerns. <b>[\$416.50(d)]</b>		
<b>Reviewed Date:</b>	02/09/2010, 01/2012, 07/2015, 11/2016, 10/2017, 10/2018, 11/2019, 12/2020	<b>Revised Date:</b>	07/2021

## I. POLICY:

All complaints will be directed to the Lab Director/Clinical Manager. He or she will be responsible for coordinating the effort to investigate and respond to each complaint. Responses to complaints will be given priority and are expected to occur within 1 business day of *ADC Endoscopy Specialists*.

## II. PROCEDURE:

1. Patient complaints/grievances should be documented in the online variance system under the patient relations section.
2. The Lab Director/Clinical Manager will contact the person who has written or verbalized the complaint. He or she will investigate the complaint and respond to the complainant within 1 business day.
3. The Lab Director/Clinical Manager will investigate the nature of the complaint.
4. If the complaint involves a specific person(s), the Lab Director/Clinical Manager will discuss the complaint with the individuals(s).
5. The Lab Director/Clinical Manager will call the complainant to share the findings, resolution, and follow-up.
6. A follow up letter will be mailed to the complainant.
7. The Lab Director/Clinical Manager will discuss the information gained through the complaint resolution process with the staff and physicians to improve the quality of patient services.
8. The Lab Director/Clinical Manager will review the complaint forms quarterly to look for trends.

## III. TIMEFRAME for resolution:

1. Resolution should be completed in 30 days or less from the time the grievance was reported.
2. Resolution not completed in 30 days will be extended if needed.
3. In the case that it is evident that no resolution can be made, the Director will report to the Governing Board the possible need for an outside arbitrator and the grievance will be referred as needed.