Guidance for Addressing Patient Grievances

Once a grievance is received by a Patient Advocate, it will then be assigned for review by the respective department director.

The director will then conduct a thorough examination of all pertinent information.

The director will submit a written response to a Patient Advocate. This response will include grievance details relative to causes, solutions and any other action taken to prevent re-occurrence.

The deadline for the director’s response to the patient is 7 days.

Within the 7 days, patients may expect a follow-up call regarding the findings of the grievance by the director or designee. Should the findings not meet the patient’s satisfaction, the grievance will proceed to the next step.

The grievance is submitted for review by the Grievance Committee. The patient will be notified of the results in a final closure letter within 30 days.

To contact a Patient Advocate, dial: (520) 562-3321 Ext. 7915

This infographic is intended to provide a general process flow. September 2018