



# Guidance for Addressing Patient Grievances



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



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



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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.



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



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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.



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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**