

Patient Grievance Process

- Your concerns are received by the Department of Patient Services and assigned to an advocate to review your concerns.
- The advocate assigned to your case will contact you to obtain detailed information that will aid in their review and reporting of your concerns.
- The advocate will notify the appropriate individuals or departments to advise them of your concerns. You will receive written communication within 7 days including your advocate's contact information and the grievance process.
- The advocate will review and work to resolve your concerns as quickly as possible.
- Should your concerns not be resolved within thirty (30) days, you will receive progress letter advising that your case remains under review.
- Once we have concluded the review you will be sent a response letter advising you of the outcome.
- If you would like an update on your case, you may contact the Department of Patient Services and your assigned advocate during normal business hours at 409-772-4772.