

# *KIC Tribal Health Clinic*

## **Patient Method for Expressing Suggestions and/or Comments POLICY #09- 40**

### **PURPOSE**

Information is available to all patients and staff concerning methods for expressing health care service dissatisfaction and suggestions to KIC Tribal Health Clinic.

### **POLICY**

It is the intent at the KIC Tribal Health Clinic that patient comments will be dealt with promptly and resolved to the mutual satisfaction of all parties within ten (10) working days upon receipt. Whenever feasible the KIC Tribal Health Clinic will endeavor to resolve complaints as they become manifest. It is understood however, that sometimes this may not be possible. Complaints dealing with treatment plans will be received by the Clinic Executive Assistant and the referred to the Medical Director or Department Director involved for appropriate medical review. Patients may request that an alternative provider review the case.

# *KIC Tribal Health Clinic*

## **Patient Method for Expressing Suggestions and/or Comments POLICY #09- 40**

### **PROCEDURE**

- A. Comment forms are available in the lobby of the clinic. The patient or designee either fills out the comment form or the patient may request to make a verbal comment to the Clinic Executive Assistant. The Executive Assistant will fill out the comment, read it back to the patient, and have the patient sign the report. If the patient is requesting a response to the comment, the form must be signed and appropriate contact information must be included.
- B. A comment form is received or collected in the locked box located in lobby
- C. A generic letter is sent to patient by the Executive Assistant explaining the process.
- D. The Executive Assistant forwards the Comment to the appropriate supervisor, provider, or the risk manager for follow up action.
- E. A final letter is sent to the patient within ten (10) working days.
- F. The Risk/QM Team review all patient complaints and action for appropriateness.
- G. Data are reported quarterly to identify any trends in occurrences.

## POSTING

A copy of this policy will be posted conspicuously. A copy will also be provided when requested.

### PATIENT COMMENT PROCEDURE

