

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management as necessary. These complaints will be documented in the Beneficiaries Complaint Log, and completed forms will include the patient's name, address, phone number, ERM account number, complaint summary, date, person recording the complaint and actions taken to resolve the complaint.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon and responded to in writing or by phone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the upper level of management will be notified.

The patient will be informed of this complaint resolution at the time service is established.