

## **Gifford Medical Center complaint process**

It is the policy of Gifford Medical Center to address concerns or statements of dissatisfaction from our customers pertaining to any services rendered. Each concern is evaluated through a formal process and categorized according to the following groups:

- Confidentiality;
- Courtesy and respect;
- Clinical care and services;
- Communication;
- Accessibility or availability;
- Waiting or response time;
- Facilities and operations; and
- Billing.

Concerns may be expressed:

- Written or verbally from a patient or family;
- Written or verbally from any Gifford Medical Center department or individual;
- Through written correspondence from focus groups;
- Through patient advocacy reports; and
- Through satisfaction surveys.

The primary purpose of the complaint process is to respond to and satisfactorily resolve concerns in a timely manner. Additionally, our program tracks concerns to help identify and drive improvements in the quality and competence of the organization and its personnel.

Any staff identifying or receiving a complaint will attempt immediate resolution. If satisfactory resolution is not achieved, the issue will be referred to the manager or provider as appropriate. If the issue is not resolved to the person's satisfaction the Patient Relations Coordinator will be notified.

The Patient Relations Coordinator, in the capacity of patient representative, will work to resolve any identified issue, thoughts, suggestions, and/or criticism concerning any aspect of Gifford's operations. Sharing a concern will not compromise access to or the quality of care, treatment and services.

Upon receipt of a complaint, the Patient Relations Coordinator will initiate an impartial investigation of the problem to understand the facts and circumstances of the concern. The coordinator will follow-up with the complaint via letter or telephone within 14 days.

A record of the complaint, investigation, follow-up action and any correspondence to the patient or family will be maintained. All concerns are treated as confidential information.

### **Contact information**

Patient Relations Coordinator  
Quality Management Department  
44 South Main St.  
Randolph, VT 05060  
Phone: (802) 728-2433  
Fax: (802) 728-2394

If a patient or family member feels it is necessary to discuss his or her problem with someone outside the hospital, he or she may contact one of the following:

Department of Aging and Disabilities  
Division of Licensing and Protection  
103 South Main St., Ladd Hall  
Waterbury, VT 05671-2306  
Phone: (802) 241-2345, toll free in Vermont: 1-800-564-1612

Board of Health and Board of Medical Practice  
Department of Health  
PO Box 70  
108 Cherry St.  
Burlington, VT 05402-0070  
Phone: (802) 657-4220, toll free in Vermont: 1-800-745-7371