

Reston Endoscopy Center Grievance Policy

Policy:

- Any patient and/or support person, visitor, employee, physician, or vendor may lodge a grievance.
- If the aggrieved individual is considered by reason of age, illness, or handicap, to be unable to make his/her own complaint, one may be registered in his/her behalf by an interested individual. Such complaints will be handled in the same manner as when complaints are made by the aggrieved person himself, insofar as possible within the limits of confidentiality.
- A process for prompt resolution of grievances, including the name of a specific person within the facility whom a patient may contact to file a grievance.
- The Center will provide patients with information about the center's process and the contact number for State and Federal Resources if requested.

Procedure:

1. Center staff is responsible for making efforts to resolve conflicts, which result in grievances or complaints.
2. Any patient and/ support person, visitor, employee, physician, or vendor may file a grievance or complaint.
3. When a grievance or complaint has been made, the Center Administrator records the conversation on the grievance/complaint form.
4. Within a two-week period, the Center Administrator will talk with the aggrieved person and/or his/her representative about the grievance or complaint and make any changes that may be necessary, or explain the reason for the action and why it cannot be changed.

The Administrator should provide the following:

- An opportunity to review with the aggrieved person or their representative the
 - Situation which caused the complaint or grievance;
 - An opportunity for the aggrieved person or their representative to be present
 - Information on the situation which caused them to file the grievance or complaint
 - A review of updated policy or procedures, which may have been put into place since the grievance was filed
5. Results of all discussions are documented on the complaint form.
 6. If the complaint is resolved at this level, the Administrator documents the resolution on the complaint form.
 7. If the grievance or complaint is not resolved, the Center Administrator will discuss the grievance or complaint with the Medical Director. The Medical Director may meet with the aggrieved person and will report the results of the discussion to the Governing Body.
 8. The Governing Body will review all information provided by the Medical and Center Directors and aggrieved individual and make a final decision on the outcome of the investigation.
 9. A written response will be provided to the aggrieved individual by certified mail.