



FILING A CONCERN

If you should encounter a problem with a member of our staff or difficulty using our services, there are several courses of action you may take.

1. If the problem is related to your healthcare, please attempt to discuss your concerns with the healthcare practitioner with whom you have been working with. You may also request to be referred to the staff member's administrator.
2. There may be times when a problem should be brought to the attention of the administrator. This can be done verbally or in written form by filling out a concern and/or feedback form available at the front desk. If such an incident involved medical care you received while a patient here, the administrator will want to review your medical records, and any other documentation you may want to provide to clarify the matter. Most problems can be resolved via discussion with the administrator.
3. Some serious concerns may be referred to and reviewed by the medical director of the clinic who functions in an advisory role to the clinic staff.
4. The ultimate decision for a concern that cannot be resolved within the scope of the areas previously noted will be determined by the governing body of the clinic.
5. In addition we are always interested in your feedback. Please feel free to give us verbal or documented recommendations.

Regardless of how you voice your concerns about your experience at this facility, you are entitled to a review of, and a response to your concerns. The administrator is committed to investigating and responding to any issues you may encounter. Our facility will make every reasonable effort to resolve any problems you may experience and improve deficient areas whenever possible. Any questions regarding this policy should be directed to the clinic administrator at (480) 813-9191.