



NOTICE CONCERNING COMMENTS, SUGGESTIONS AND CONCERNS – Patients POLICY AND PROCEDURES

MSRDP Operating Procedure Number: MSRDP 1.007 see: Quality Management 01.003.23
Effective Date: April 2002
Prepared By: MSRDP Administration and UNTHSC Quality Management
Purpose: To provide the patient with contact information for making comments, suggestions and expressing concerns.

Approval: _____
Chairman, MSRDP Board of Directors

- 1.0 Policy** All patients must be provided information regarding who to contact for the purpose of making comments, suggestions or to express concerns regarding healthcare treatment received, the provider of healthcare, and/or the facility physicians.
- 2.0 Purpose** To provide the patient with information regarding who to contact for the purpose of making comments, suggestion or expressing concerns in an effort to improve the quality of care or the facility.
- 3.0 Definitions**
- 4.0 Procedures**
 - 4.1** Each patient receiving ambulatory health care services at UNTHSC is provided information on who to contact to make comments, suggestions or concerns regarding the health care delivery system.
 - 4.2** The ambulatory clinic will:
 - 4.2.1** ensure a copy of the information on who to contact to make comments, suggestions or concerns is posted in an area frequented by the patients, i.e. waiting rooms, sign-in desk, treatment rooms.
 - 4.3** A copy of the posted information will be available upon request.
- 5.0 References** Medical Records



Staff/patient interviews
Patient satisfaction forms

6.0 Follow-Up and Review Policy to be reviewed as needed or annually.

7.0 Responsibility
Senior Associate Dean and Chief Medical Officer
Vice President, Practice Operations and Chief Administrative Officer
Senior Administrative Official in each Patient Care Department
Ambulatory health care provider staff