

## PATIENT GRIEVANCE INFORMATION

Patients and family have an opportunity to communicate concerns regarding patient care and compliance with state licensure and federal regulations.

A patient grievance is a formal or informal written or verbal complaint that is made to the center by a patient, or the patient's representative, regarding the patient's care (when the complaint is not resolved at the time of the complaint by staff present), abuse or neglect, issues related to the center's compliance with the rights and limitations provided by 42 CRF 489.

**The center has appointed a Patient Advocate to review grievances in a fair, timely and impartial manner. The Patient Advocate can be reached by asking the staff to contact her/him 719-540-2100.**

Patient complaints/concerns presented directly to the staff will be reviewed as soon as the grievance is submitted through either verbal or written communication, and if possible resolved by staff at that time. All patient grievances will be investigated and the results of the investigation reported back to the patient and/or person who filed the grievance. Investigation may take up to 7 business days.

Patients will not be discharged from care or discriminated against as a result of filing a complaint to any state or federal agency. Presentation of a complaint does not compromise a patient's future access to care.

### Process

- **Concern/Complaint communicated to the staff and documented.**
- **Staff present will attempt to resolve the issue.**
- **If not resolved by staff, forward the grievance to the Patient Advocate.**
- **The grievance will be investigated and the Patient Advocate will respond to the patient/family in writing within 7 business days. If the grievance has not been resolved in 7 business days the Patient Advocate will provide a written update to the patient/family.**
- **If the patient/family is not satisfied with the final report/resolution the Patient Advocate will forward the grievance to the CEO.**

Patient complaints may also be referred to the CEO and state agencies.

**Colorado Department of Regulatory Agencies (DORA)**

Division of Registration Complaints

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