

PROVIDENCE ALASKA MEDICAL CENTER (Psychiatric Emergency Department)

Subject:	Complaint Procedure Psychiatric Emergency Department	Number:	930.219B
		Page:	1 of 2
Approved By:	Date Signed: Effective Date: David Telford, MD, Medical Director Cindy Gough, Director of Behavioral Health Services	Original	05/20/2002
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I. POLICY

In keeping with the philosophy and mission of the Sisters of Providence, Mental Health Services, the Psychiatric Emergency Department will comply with Medical Center policies regarding patient and family/guardian complaints. Patients and families/guardians have the right to voice complaints regarding their care and to have those complaints reviewed and addressed.

II. PURPOSE/SCOPE

This policy describes how complaints are addressed and reviewed in the Psychiatric Emergency Department.

III. DEFINITION(S)

None

IV. PROCEDURE

- A. Psychiatric Emergency Department staff will address and review patient or family/guardian complaints. Staff members will solicit the support of the treatment team in managing complaints. If the patient or family member/guardian feels that the issue needs further attention, they will be referred to the Clinical Supervisor or designee.
- B. The complaint will be brought to the attention of the Manager or designee who will investigate and consult with the treatment team. If the complaint is not resolved by the Manager or designee, it will then be referred to the Director of Behavioral Health Services. Patients are also encouraged to discuss their concerns with the leadership of the Psychiatric Emergency Department first. If their concerns are not resolved they may contact the Care Line by dialing 26111 or they may call the Customer Service Line at 212-3615. They may also contact the Alaska State Division of Certification and Licensing at 1-888-378-9387 or the Joint Commission Office of Quality Monitoring at 1-800-994-6610.
- C. All patient/family complaints are addressed in a timely, efficient, and respectful manner. The patient's rights are guarded at all times.
- D. Patients and family/guardians are invited to voice complaints or concerns through the discharge surveys provided to both patients and family members.

V. JOB TITLE/RESPONSIBILITIES

None

VI. CROSS REFERENCE

End of Policy

This policy integrates these previous policies: