

EMERGENCY DEPARTMENT POLICIES

SUBJECT:	Patient Complaint Mechanism	NO. 27
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Reviewed:	2/88	2/89	5/94	9/99	1/02		
Revised:	6/91	4/93	10/95	3/97	10/98	6/00	4/06

Patient Population

Neonate	√
Pediatric	√
Adolescent	√
Adult	√
Geriatric	√

POLICY:

To provide a centralized Patient Grievance Mechanism and resolve patient’s problems, complaints and unmet needs.

PROCEDURE:

Information is available at the ED Information Booth regarding the Patient’s Bill of Rights and NY State Health Care Proxy and DNR. Patients may voice grievances and recommend changes in the hospital’s policies and services.

The Patient Bill of Rights is posted in English and Spanish in the waiting areas. Bill of Rights pamphlets are available at the Information Booth.

An employee who anticipates problems with a patient or visitor should refer the individual person or family member to the Patient Service Liaison, the Charge Nurse or the ED Physician Administrator. Recurrent or unresolved problems and needs and recommendations for changes in policies and services will be brought to the attention of Emergency Department Leadership.