

Washington Urology & Urogynecology Associates, PLLC

COMPLAINTS AND GRIEVANCES

PURPOSE:

Patient satisfaction is a paramount at Washington Urology Ambulatory Surgery Center (WASHINGTON UROLOGY ASSOCIATES). You have the right to be involved in all aspects of your care. In case of a patient grievance as defined within our policy, where WASHINGTON UROLOGY ASSOCIATES is responsible to report such occurrence to a third party, the grievance process shall be addressed in an urgent manner. Upon activation of the grievance process, the circumstance will be resolved in a timely manner.

POLICY:

- A. WASHINGTON UROLOGY ASSOCIATES patients can use the patient grievance procedure as a formal means to voice complaints, resolve disputes concerning staff action or medical procedures, or bring attention to possible violations of patient rights.
- B. Patients will be encouraged, but not required, to attempt to appropriately voice complaints and resolve complaints and grievances through interaction with WASHINGTON UROLOGY ASSOCIATES staff.
- C. Anyone may submit a grievance on behalf of a patient, and a patient may receive assistance from another person or organization during the grievance process.
- D. Alleged violation and grievances include, but are not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse.
- E. If any employee suspects abuse has occurred, he or she shall report such incident, or cause a report to be made, to the proper law enforcement agency (Bellevue non-emergent: 425-452-6917); and to the department of health if it involves abuse/neglect by a licensed provider (see abuse and neglect policy).
- F. ALL WASHINGTON UROLOGY ASSOCIATES employees are responsible for responding to patient complaints or grievances in a timely manner. All WASHINGTON UROLOGY ASSOCIATES employees are required to immediately report a grievance to the person in authority in the ASC.
- G. The person in authority in the ASC is responsible for supporting their employees in efforts to respond to the complaint at the time the complaint is issued.
- H. The person in authority in the ASC is responsible for assuring the documentation related to patient complaints and grievances is completed in a timely and detailed manner.

PROCEDURE:

- A. Grievances received at WASHINGTON UROLOGY ASSOCIATES will be reviewed by the Continuing Quality Assurance Committee.
- B. The Continuing Quality Assurance Committee is responsible to process the grievance in the timeframe specified in this grievance procedure.
- C. The grievance will be addressed by the following steps:
 - a. Staff will provide state issued or facility issued grievance forms to patients whenever requested. Staff will inquire at this time whether they can act at the present time to resolve the issue. If not, the patient is able to file the grievance form by mail or telephone.
 - b. Within 15-days, the designated member in the ASC will resolve the issue with the complainant through informal means. If the matter requires more than 15-days, the Administrator will contact the complainant to request an additional 5-days. Upon resolving the complaint/grievance the Administrator will provide the patient and/or patient's representative with a written notice of its decision. This decision must include: name of ASC contact person; all steps taken to investigate the grievance; results of the grievance process; date the process was completed. A copy will be given to the Governing Board.

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Grievance/Complaints

Every health care agency or facility in Washington State is responsible to provide safe and competent care. Washington Urology Ambulatory Surgery Center is committed to providing the best patient care possible and we want to know if you experience dissatisfaction with your care. You have a right to be involved in all aspects of your care. Please let your provider know if you have a complaint. You may file a complaint within our organization by contacting our administrator and CEO at 425-454-8016.

You may also file a complaint through the following agencies:

Washington Department of Health
HSQA Complaint Intake
PO Box 47857
Olympia, WA 98504-7857
Phone: 360-236-4700
Toll Free: 800-633-6828
Fax: 360-236-2626
Email: HSQAComplaintintake@doh.wa.gov

Office of the Medicare Beneficiary Ombudsman:
www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html

Medicare Help & Support: 1-800-MEDICARE

Beneficiary Ombudsman

The office of the Medicare Ombudsman's (OMO) core tasks as mandated by Congress are to receive complaints, grievances, and requests for information from people with Medicare; provide help regarding complaints, grievances, and requests for information and submit an annual report of OMO activities to Congress and the Secretary of Health and Human Services (HHS) that includes the Ombudsman's recommendation for improvement in the administration of the Medicare program. The following link will help people understand how the Medicare Ombudsman is working to ensure people with Medicare get the information and help they need to understand their Medicare options, and apply their rights and protections.