 TOIYABE <small>INDIAN HEALTH PROJECT</small>	DOCUMENT TYPE: Policy and Procedure	TITLE: Patient Complaint – Response Procedure	CHAPTER: All TIHP Departments: Medical, Dental, Behavioral Health, Optical, Reception, Dialysis, Administration
	EFFECTIVE DATE: June 15, 2020	APPROVED: George Gholson, TIHP Board Chairperson SIGNATURE:	PREVIOUS PROCEDURE DATE: December 12, 2019 REVISION DATE: As Needed
		POLICY OWNER: Earl Lent, III, Chief Executive Officer SIGNATURE:	Page 1 of 3

PURPOSE SCOPE:

To establish a process for addressing patient comment or complaint regarding their experience with Toiyabe Indian Health Project (TIHP). All comments and complaints are taken seriously and will be subject to the policy listed below.

GENERAL PRINCIPLE: All Toiyabe Indian Health Project, Inc., (TIHP) facilities and staff must:

- Be courteous, truthful, and respectful when dealing with patients.
- Carry out their professional work in a competent and objective manner.
- Be in continuous compliance with TIHP policy and procedures including confidentiality.
- Comply at all times with all federal, state and local laws and regulations, including but not limited to laws relating to license, scope of practice, facility operations, and billing requirements.

POLICY:

1. **Complaints:** Persons concerned that any violation of the above principles has occurred can register a comment with the TIHP Quality Assurance/Quality Improvement Department, (QA/QI Department) or with the direct departmental supervisor (*ex. Dental reception supervisor*).

a. Written complaint with any supporting evidence regarding the complaint must be submitted no later than **20 working days** (*working days does not include holidays and weekends*) after the event to be considered timely. However, we may consider complaints outside of this time frame.

b. Complaint can be sent to the facility address:


**Toiyabe Indian Health Project, Inc.
Administration – QA/QI Department
250 N See Vee Ln
Bishop, CA 93514**

c. Complaints can also be entered at the following links:

Click on this link: <https://bit.ly/4vZNGSR>


or scan the QR code below



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- d. **All complaints will be responded to within 10 working days** of being received by the QA/QI Department or designee. Responses will be made in person, phone, email, or certified mail. If there is a finding that is sensitive, other follow-up meetings may be appropriate.
2. **Comments:** Persons wishing to make a **general comment** regarding their experience with the facility may submit their comments to the facility comment drop boxes located throughout the lobbies; box submissions are collected weekly.
3. **All satellite clinic sites/ facility responsibility:**
- a. Complaints must be sent via interoffice mail or secure email to the QA/QI Department within **3 working days** of being received. Cards in the main Bishop clinic are collected weekly.
 - b. The QA/QI Department will be responsible for working with the department supervisor to promptly investigate and responding to complaints. Responses of the results of the investigation back to the person making the claim will be given within **10 working days of receipt of complaint.**
 - c. If the person making the complaint is not satisfied with the response given, they may appeal it to the Chief Operation Officer (COO), or their designee. The results of this appeal will be given within **10 working days** of being received.
 - d. If the person making the complaint is not satisfied with the response given by the COO, they may appeal it to the Chief Executive Officer (CEO), or their designee. The results of this appeal will be given within **10 working days** of being received.
 - e. If the person making the complaint is not satisfied with the response given by the CEO, they may appeal it to the Toiyabe Quality Assurance board. **The board will have 20 working days to respond.** (*The Toiyabe Quality Assurance board may refer the complaint to the full TIHP board.*)
 - f. **The decision of the Board is final.**
 - g. The QA/QI Department will keep a record of receipt and disposition of all complaints and report out to the TIHP board as appropriate.
 - h. The QA/QI Department will be responsible for reporting any infraction of laws or guidelines that govern an employee’s license and /or credentials to the proper governing authorities. (*i.e., State Medical Board, State Pharmacy Board, OCR-OIG-HIPAA, OSHA, FDA.*)



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DEFINITIONS

OSHA – Occupational Safety and Health Administration
 FDA – Food and Drug Administration
 OCR – Office of Civil Rights
 OIG – Office of Inspector General
 HIPAA – Health Improvement Portability and Accountability Act

POLICY CONTACT

For further policy interpretations, resolution of problems, and special situations, please contact the COO and/or the QA/QI Specialist.

REFERENCES AND RELATED POLICY

- TIHP Patient Complaint Policies
- Toiyabe Indian Health Project, Inc., Patient / Client Feedback System – **Approved 03-29-12**
 - TIHP Patient Complaint – Response Procedure – **Approved 06-15-20, previous policy 12-12-19**

