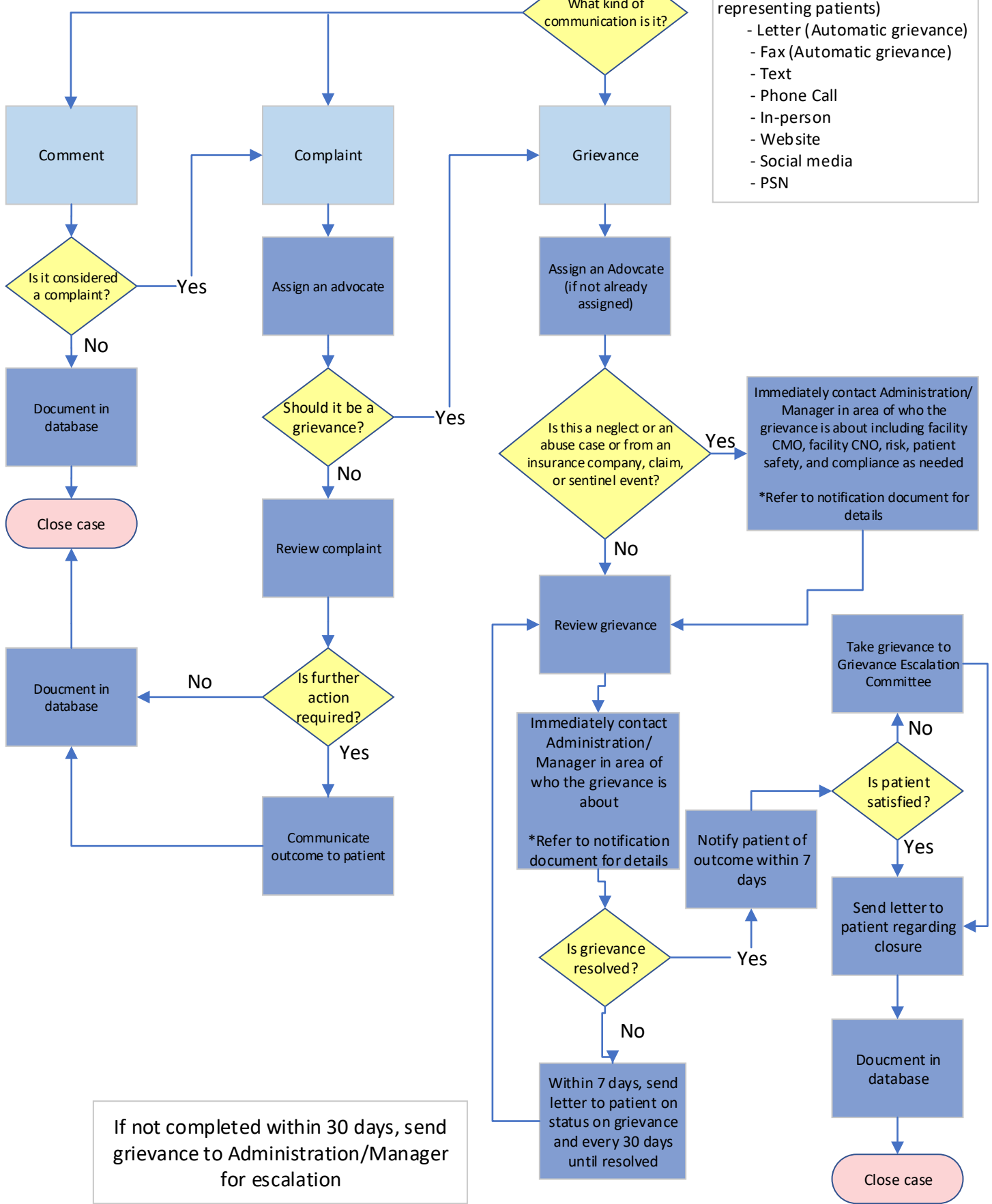


Patient Services Grievance/Complaint Policy Work Flow

Communication to Patient Services

- *Methods of communication (from staff, patient, or persons representing patients)
- Letter (Automatic grievance)
 - Fax (Automatic grievance)
 - Text
 - Phone Call
 - In-person
 - Website
 - Social media
 - PSN



If not completed within 30 days, send grievance to Administration/Manager for escalation