



Montrose Memorial Hospital strives to exceed patient expectations for care and service. Patients, or their personal representatives, have the right to submit a verbal or written complaint 24 hours a day. Memorial Hospital has established the following process for complaint resolution.

Step 1: Prompt resolution for verbal complaints. If you voice a complaint to a Montrose Memorial Hospital staff member, and you are satisfied with the actions taken on your behalf, the complaint is considered resolved.

Step 2: Filing a Grievance. If your verbal complaint is not promptly resolved to your satisfaction as stated in Step 1, or if you verbalize your request to file a grievance, or submit a written complaint, the complaint will be forwarded to the Montrose Memorial Hospital Quality Department. The House Supervisor is also available to take patient concerns 24 hours a day and can be reached at 970-252-2903. A Patient Representative will contact the patient or their personal representative within three (3) days to acknowledge that it was received.

Medicare Beneficiaries: If the grievance concerns quality of care, or premature discharge from the facility, the Patient Representative will immediately refer the grievance to Case Management. Patients also have the right to appeal an impending hospital discharge with the Quality Improvement Organization. This process is coordinated by the Case Management Department.

Step 3: Investigation. A Patient Representative will conduct a quality review of the grievance in collaboration with leadership from the area/unit at Montrose Memorial Hospital. The Patient Representative will provide you a written response regarding the grievance investigation within fifteen (15) days from the time the grievance was received.

Step 4: Appealing the Grievance. If you are dissatisfied with the quality review outcome, at your request, the grievance will be forwarded to the Chief Executive Officer (CEO) or his/her designee for an appeal review. The CEO or designee will investigate and provide a written response of his/her findings to you within ten (10) days.

Step 5: Referral to the Colorado Department of Public Health and Environment. If you remain dissatisfied with the CEO or designee's response, at your request, a Patient Representative will forward the grievance and all-related reports to the Department of Public Health and Environment. Information regarding the Department of Public Health and Environment's investigation will be directly communicated to the patient by the state.

Step 6: Other Agencies. If you remain dissatisfied with the CEO or designee's response you also have the right to contact the following agencies.

Telligen (Quality Improvement Organization)

23 Inverness Way East, Suite 100
Englewood, CO 80112-5708
303-695-3333(Phone)
1-800-727-7086 (Toll Free)

The Colorado Department of Public Health and Environment

Attn: Health Facilities Division Complaint Intakes Coordinator
4300 Cherry Creek Dr. South
Denver, CO 80246
(303) 692-2800 (Phone)
1-800-886-7689 extension 2800 (Toll Free)
(303) 753-6214 (Fax)

The Joint Commission

Attn: Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
(800)-994-6610 (Toll Free)
Email:
patientsafetyreport@jointcommission.org
(630-792-5636 (Fax)

Office of Civil Rights at The Colorado Division of Civil Rights

Concerns regarding section 504 of the Rehabilitation Act, prohibiting discrimination based on handicap and disability may be reported to the:
1560 Broadway St., Suite 1050
Denver, Colorado 80202
Email: ccrd@dora.state.co.us.
303) 894-2997 (Phone)

For concerns regarding Mammography Services

Attn: American College of Radiology
1891 Preston White Drive
Reston, VA, 20191
703-648-8900, (Phone)
www.acr.org