



SECTION: ADMINISTRATION

POLICY: COMPLAINTS

DATE ISSUED 6/1/2014

DATE REVIEWED/REVISED

DATED APPROVED 6/1/2014

STATEMENT OF POLICY: ClearChoiceMD is very concerned with any type of complaint and will immediately document, investigate and attempt to resolve it.

SCOPE OF POLICY: To all staff at all Centers

**POLICY:**

- ClearChoiceMD will handle all complaints by talking to complainants, understanding their issue(s), and providing a responsive, customer-focused service while investigating and responding.
- ClearChoiceMD management or designee will provide a full explanation to all complaints, take appropriate remedial action, and provide follow-up in writing to the complainant.
- ClearChoiceMD will make no distinction between concerns and complaints received in writing, by e-mail, telephone, and/or in person. Each complaint will be reviewed by the Director of Clinical Services and prioritized to determine the level of action required.
- ClearChoiceMD will ensure that no one is discriminated against as a result of them making a complaint to ClearChoiceMD.
- Clients/patients are free to voice complaints or grievances regarding policies or services and recommend changes without coercion, discrimination, reprisal, or unreasonable interruption of services.

**PROCEDURE:**

1. All complaints will be directed to the Center Manager or designee.
2. The Center Manager will document the complaint in writing and advise the ClearChoiceMD Chief Operating Officer (COO) and Medical Director.
3. The complaint will be investigated by the Center Manager and appropriate staff members.

4. All findings will be document in writing and presented to the COO and Medical Director within 48 hours
5. The Center Manager will then receive written direction from the COO and/or Medical Director on the plan of action to be taken
6. The Center Manager will implement the plan of action as soon as possible.

PROCESS:

1. Once a complaint has been registered, a copy will be sent to the Director of Clinical Services.
2. The complaint will be logged in the patient complaint form.
3. The complainant will be notified within five (5) business days of receipt that the complaint has been received and is currently under investigation.
4. ClearChoiceMD will initiate an investigation by interviewing staff involved, reviewing patient's file, and other pertinent documentation. If necessary, the patient will be contacted for more information.
5. If collateral sources are to be contacted for information, the patient will be notified and information release forms will be obtained.
6. Within 14 business days, a written response of the outcome of such investigation for the complaint resolution will be sent to the patient.
7. A complete report of the initial complaint and any subsequent investigation and resolution is to be kept by the Director of Clinical Services in a secure file, and a summary is documented in the patient's file and patient complaint form.

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Reviewed/Approved \_\_\_\_\_  
Marcus Hampers, MD, CEO, Medical Director

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Date