

Complaint Procedure

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 of 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 email, telephone, and/or in person. Each complaint will be reviewed by the Medical Director 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. 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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