
PATIENT COMPLAINTS

CareWell Urgent Care/ClearChoiceMD Urgent Care are very concerned with any type of complaint and will immediately document, investigate, and attempt to resolve it.

POLICY:

- We will handle all complaints by talking to complainants, understanding their issue(s), and providing a responsive, customer-focused service while investigating and responding.
- We will provide a full explanation of events, policies, and procedures, take appropriate remedial action, and provide follow-up to the complainant.
- We will make no distinction between concerns and complaints received in writing, by e-mail, telephone, and/or in person.
- No one will be discriminated against as a result of making a complaint to CareWell Urgent Care/ClearChoiceMD Urgent Care.
- 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. Billing concerns and complaints will be directed to the Billing Department.
2. All other complaints will be directed to the Practice Manager, or the Regional Manager if the Practice Manager is not available.
3. The complainant will be notified within five (5) business days of receipt of the complaint.
4. The Practice Manager will document the complaint on the complaint tracking log and initiate an investigation, involving other staff member(s) and the leadership team as appropriate.
 - a. If necessary, the patient will be contacted for more information.
5. All findings will be documented and corrective action and/or operational changes will be implemented, as needed, based on the results of the investigation and with the consultation and direction of EHH leadership.
6. Within fourteen (14) business days, the patient will be notified of the outcome of the investigation and response to the complaint.
7. Communication with the patient to acknowledge receipt of the complaint and response to the complaint will be maintained in the patient's records and complaint tracking log.

Should you have any questions or concerns, please ask to speak to the Practice Manager of this facility.

In addition, complaints and/or concerns may be directed to:

CareWell/ClearChoiceMD Urgent Care
10 Ferry Street, Suite 302
Concord, NH 03301
<https://ccmdcenters.com/contact-us>
(802) 242-0115

Or in New Hampshire and Massachusetts:

New Hampshire Dept of Health and Human Services
129 Pleasant Street
Concord, NH 03301
(603) 271-6941

Massachusetts Dept of Public Health
Division of Health Care Quality Complaint Unit
99 Chauncy St.
Boston, MA 02111
(617) 753-8000