

## YOUR RIGHTS AS A PATIENT: COMPLAINTS AND GRIEVANCES

We want to do our best to provide you the best care and services we can. All of us are dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible. Should we fail to meet your expectations or you are dissatisfied with your care, Michigan Surgical Hospital has procedures to help you let us know about your concerns and to help resolve them. Certain Federal and State laws also give you specific rights with regard to filing grievances and complaints regarding care and services.

The most important thing you can do is to let us know about your concerns right away. Any of our employees will do his/her best to help. If that does not meet your needs, ask to speak to one of our leaders. Let them know exactly what the problem is and how they can help.

Chief Executive Officer: 586-880-2420  
Chief Nursing Officer: 586-880-2436  
Chief Financial Officer: 586-880-2421

If you are still not satisfied, you may file a grievance. Ask any employee for a brochure explaining how to file a grievance. After filing a grievance, you will receive a written response within 60 days that includes:

- The decision of the hospital
- The name of a contact person
- The steps taken to investigate your grievance
- The results of the grievance and the date of completion.

### Additional Notices Regarding Complaints

<p>Michigan law gives you the right to file a complaint related to care and services with the Michigan Department of Community Health. The address and phone number are:</p> <p><b>Michigan Department of Community Health, Bureau of Health Systems Complaint Investigation Unit P.O. Box 30664 Lansing, Michigan 48909</b></p> <p>Telephone: (800)882-6006 Fax: (517)241-0093</p>	<p>Complaints About Physicians and Other Licensees and Registrants of the Michigan State Board of Medical Examiners may be reported for investigation at the following address:</p> <p><b>Michigan Department of Community Health, Bureau of Health Professions Complaint &amp; Allegation Division P.O. Box 30670 Lansing, MI 48909-8170</b></p> <p>Telephone: (517)373-9196 Fax: (517)241-2389</p>
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## **You may also report a complaint to the Joint Commission.**

To report a patient safety event or concern about a health care organization to the Joint Commission:

### **Online:**

Submit a new patient safety event or concern.

<https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>

Submit an update to your incident. (You must have your incident number)

<https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx>

**E-mail:** [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

**Fax:** 630-792-5636

### **Mail:**

Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

### **What information do you need to include?**

The name and address of the organization.

Tell us about your concern in one or two pages.

Give us your name, address or e-mail address if you would like follow-up information sent to you.

### **What happens to your incident?**

We check for other patient safety events about the organization.

We may write to the organization about your concern.

Sometimes, we visit the organization to see if there is a problem in meeting the requirements that deal with your concern.

We will not share your name with the organization unless you say it is OK.

### **What can you do about concerns that The Joint Commission cannot help with?**

You may want to talk to the organization about your concern.

Your state's department of health may be able to help.