

## **YOUR RIGHTS AS A PATIENT WITH REGARD TO 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 help you 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 the Chief Nursing Officer or the Administration Office. Let them know exactly what the problem is and how they can help.

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**

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:

**Michigan Department of  
 Community Health, Bureau of  
 Health Systems  
 Complaint Investigation Unit  
 P.O. Box 30664  
 Lansing, Michigan 48909**

Telephone: (800)882-6006  
 Fax: (517)241-0093

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:

**Michigan Department of  
 Community Health, Bureau of  
 Health Professions  
 Complaint & Allegation Division  
 P.O. Box 30670  
 Lansing, MI 48909-8170**

Telephone: (517)373-9196  
 Fax: (517)241-2389