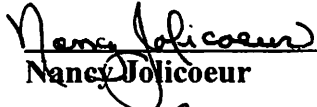

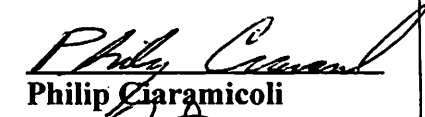



TRI-COUNTY MEDICAL ASSOCIATES, INC.

Effective Date:	September 2016	Manual:	Operations
Distribution:	All Departments		
Originating Dept. Committee:	Peer Review Committee		
Senior Management:	Senior Administrator	Signature:	 Nancy Jolicoeur
	Corporate Compliance Liaison Officer	Signature:	 Zofia Bibault
	President	Signature:	 Philip Ciaramicoli
	Medical Director	Signature:	 Elizabeth Siraco, MD
<u> </u> New			
<u> X </u> Supersedes:	<u>Patient Complaint Policy</u> (Policy Name)	<u>4/1/2015</u> (Effective Date)	<u>N/A</u> (Origination Date)

Subject: Patient Complaint Policy

Purpose: To provide the procedure to handle patient complaints.

Policy: It is the policy of Tri-County Medical Associates (TCMA) to investigate all patient complaints. All patient complaints will be referred to the Peer Review Committee. The findings of the committee will be communicated to the patient.

Procedure:

Complaints Received by Risk Management:

Patient complaints received by the Director of Risk Management will be researched and referred to the Peer Review Committee. At the time the complaint is made the patient will be informed that the complaint will be reviewed by the Peer Review Committee and that the committee findings will be communicated to the patient by Risk Management.

Risk Management will investigate and document the complaint and then will refer to the Peer Review Committee.

Complaints Received at the Site:

Patient complaints received at the site will be referred to the Office Manager. The Office Manager and the provider will try to resolve the issue. If the complaint is resolved the completed Patient Complaint Form will be sent to Risk Management. The complaint will be reviewed at the next Peer Review Committee meeting for educational purposes.

If the complaint is not resolved at the site, the completed Patient Complaint Form will be sent to Risk Management. If necessary the complaint will be investigated and then referred to the Peer Review Committee.

Peer Review Committee:

The Peer Review Committee will review all complaints. Depending on their findings, one of the following steps will take place:

- If the TCMA standards are met, the complaint will be reviewed with the subject of the complaint by the Medical Director or any member of the Peer Review Committee. This will be reported and the case will be closed.
- If the TCMA standards are not met, the Peer Review Committee will develop a plan for improvement. This plan will be re-evaluated as necessary to ensure compliance and improvement.

Risk Management will communicate the findings of the Peer Review Committee to the patient or person filing the complaint.