
THE HANDLING OF PATIENT COMPLAINTS

MidState Medical Center supports the philosophy that each employee has a responsibility to respond promptly to patient and/or family complaints. Complaints are viewed as opportunities to continually improve the quality of care that we provide to our patients. In addition, MidState will support the right of each patient to share complaints with any governmental or regulatory agency the patient wishes to contact.

Individual staff members may receive and respond to complaints from patients or families. When a particular complaint is beyond the ability of the individual staff member to resolve immediately, the staff member will direct the complaint to the appropriate departmental manager for response.

In addition to sharing complaints with any staff member, patients and their families may register a complaint at any time by dialing the administrative extension 8350. After 5:00 p.m., messages may be left on the 8350 extension for return call on the next business day.

Patients will be supported in their right to contact any appropriate regulatory agency by making available to patients the contact addresses and telephone numbers of such agencies.