



## COMPLAINT PROCESS

All Virginia Garcia Memorial Health Center (VGMHC) patients are offered a copy of the Patient Rights and Responsibilities. Any person may request a copy of these rights at any time. All patients and patient representatives (anyone speaking for the patient) have the right to file a complaint about safety, quality of care or service, and/or possible or actual violations of patient rights.

No person will be punished or retaliated against for submitting a complaint. VGMHC will not dismiss patients because of a complaint or allow it to affect care in any way. Documentation on all complaints and appeals is maintained for at least seven years.

Patients/representatives may file a complaint with any or all of the following external agencies:

1. If the patient suffers from a disability, you may contact Disability Rights Oregon at 503-243-2081.
2. If the patient is receiving addiction or mental health services, you may contact:
  - The Addictions and Mental Health Division: 503-945-5763
  - The appropriate county mental health program office:
    - Washington County Quality Improvement Coordinator: 503-846-4555
    - Yamhill County Community Mental Health Program: 503-434-7523
3. If the patient has insurance, you may contact the insurance plan.  
Oregon Health Plan (OHP) members may do any or all of the following:
  - a) Complete and submit the Form OHP 3001 available at VGMHC or online
  - b) Contact Oregon Health Authority (OHA) Office of Health Care Regulation and Quality Improvement at 971-673-0540
  - c) Contact the Governor's Advocacy Office (GAO) at 1-800-442-5238
  - d) Contact your Coordinated Care Organization:
    - Family Care 800-458-9518
    - Health Share 1-888-519-3845
    - Yamhill Community Care Organization (YCCO): 1-855-722-8205
4. Any patient or visitor who experiences discrimination may also contact:
  - a. The Office for Civil Rights (OCR) at 1-800-368-1019 (TDD 1-800-537-7697) or email [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)
  - b. Bureau of Labor and Industries (BOLI) at 971-673-0761 or email [mailb@boli.state.or.us](mailto:mailb@boli.state.or.us)

### Written Complaints

Patients/representatives may submit a written complaint by completing a "Because We Care" form. The person may then give the form to any staff member or submit it directly to the Quality Assurance (QA) Manager via mail at the following address:

Virginia Garcia Memorial Health Center  
Attn: Quality Assurance Manager  
P.O. Box 568  
Cornelius, OR 97113

### Verbal Complaints

Patients or patient representatives may also verbally complain to a manager at the clinic or may call the QA Manager at 503-352-8561. If no manager is available, the person may choose to leave a voicemail message or speak with any available manager.



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## Documentation

The QA Manager will record the complaint in a tracking system along with the results of the review, all contact with the patient/representative, any action taken, appeals, and any responses to appeals.

## Response

If the complaint is about an issue that is a serious threat to patient safety, you may request a quicker response and your complaint will be reviewed within 48 hours; action will be taken as soon as possible.

The site manager or QA Manager will attempt to contact the patient/representative within generally within 7-10 days of receiving the complaint to obtain any additional information and to inform the patient/representative about the progress of the investigation. If more time is needed, the patient/guardian will be notified.

A full investigation of the complaint will be completed. The QA Manager will work with appropriate personnel to develop a solution and any needed action will be taken.

Whenever possible, the patient/representative will receive a response within 30 days of the QA Manager receiving the complaint. Depending on the type of complaint, the response may take longer. In that case, VGMHC will notify the patient/representative that the investigation is not complete and will be given an expected timeframe for a response.

## Resolution

A complaint is considered resolved when the patient/representative is satisfied with the actions taken or all appropriate and reasonable efforts have been made to respond to the complaint.

## Appealing the Response

If the patient/representative is not satisfied with the response issued by the QA Manager, he or she may challenge the decision by filling out an appeal form and may send this form to the Chief Executive Officer (CEO) and request a hearing within 10 business days of the response. The form should include the reasons the patient/representative is not satisfied and suggestions on how the complaint should be resolved.

## Appeal Hearing

A committee will be formed and will include the proper managers to deal with the complaint. The committee will hold a hearing within 10 business days of receiving the letter to review the appeal. The patient/representative may attend the hearing. The committee will provide the patient/representative with a written response to the appeal within 10 business days of the review.

## Submitting a Second Appeal

If the patient/representative is not satisfied with the response, he or she may submit a second appeal form to the CEO within 10 business days of the response from the committee. The second appeal will be reviewed at the next VGMHC Board of Directors meeting and the patient has the right to be present. A response from the Board will be issued within 30 days of the Board meeting. The response from the VGMHC Board of Directors is final except for patients who are enrolled in a VGMHC mental health program. Those patients may submit another appeal to the County Mental Health Program.