



St. Catherine's West Rehabilitation Hospital

**Grievance / Complaint Filing
/ Disclosure**

GRIEVANCES

Your satisfaction during your stay is important to us. You may voice any concerns to your Case Manager, Director of Nursing, or Administrator. Please contact Case Management at x4316, the Director of Nursing at Extension x5222, or Administrator at x2653. Please notify us early in your stay if your needs are not being met.

At St. Catherine's Rehabilitation Hospital we realize that effective handling of customer complaints is a key component in achieving customer satisfaction. We want you to be aware of how you can voice any concern or complaint regarding your stay here.

If you have a concern, please tell a staff member, who will then try to resolve the issue or forward your concern to a supervisor. If the supervisor is unable to resolve the issue, your concern will be forwarded to the Grievance Counselor. Your concern will be addressed in as timely a manner as possible, usually within 24 hours.

In the event that your concern is not adequately resolved, you may contact the Grievance Counselor or the Hospital Administrator at the number listed below:

Grievance Counselor- (305) 891-8850; ext. 4316

Administrator- (305) 891-8850; ext. 2653

We hope you will give us the opportunity to resolve any concerns you may have during your stay at St Catherine's Rehabilitation Hospital. If you are a Medicare patient, you may file a concern regarding quality of care or premature discharge to Florida Medical Quality Assurance, Inc. at (866) 800-8768 (TTY/TTD 1-866-800-8753). This information can also be found in "An Important Message from Medicare About Your Rights" that you have received during the admission process. You may also file a concern with the Agency for Healthcare Administration in Tallahassee, Florida at 1-800-226-1062.

Agency for Healthcare Administrator Consumer Assistance Unit
2727 Mahan Drive, Building 1
Tallahassee, Florida 32308

You may also contact The Joint Commission if you still have unresolved issues after you have met with Hospital Staff and Administration and if the issues are not resolved during the admission to your satisfaction.

E-mail: www.complaint@jointcommission.org

Fax: Office of Quality Monitoring
(630) 792-5636

Mail: Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

For physician complaints, please notify the Hospital Administrator at extension x2701.

Government Agencies

File a Complaint against Health Care Facility

Agency for Health Care Administration
(888)-419-3456

State Long Term Care Ombudsman Council

(888)-831-0404

**Agency for Health Care
Administration (AHCA)**
(888)-419-3456

Florida Protective Services
Abuse Hotline: 1-800-96-BUSE
Or 1-800-962-2873

Advocacy for Disabilities
(800)342-0823

HIPPA
(866)-627-7748

Human Rights Advocacy
(800)342-0825

Medicare Fraud
(800)447-TIPS or
(800)447-8477

Medicaid Fraud
(866)966-7226