



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 x2474, the Director of Nursing at Extension x2450, or Administrator at x2401. Please notify us early in your stay if your needs are not met.

At St. Catherine's West 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 Coordinator- (305) 351-7181; ext. 2474

Director of Nursing- 305-351-7181; ext. 2450

Administrator- (305) 351-7181; ext. 2401

We hope you will give us the opportunity to resolve any concerns you may have during your stay at St Catherine's West 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 x2401.

Government Agencies**File a Complaint against
Health Care Facility**

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

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

Advocacy for Disabilities
(800)342-0823

Human Rights Advocacy
(800)342-0825

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

**State Long Term Care
Ombudsman Council**

(888)-831-0404

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

HIPPA
(866)-627-7748

Medicaid Fraud
(866)966-7226