

It is the goal of E. A. Conway Medical Center to offer quality care to all patients in a safe and friendly environment. We realize that from time to time Patients/patients' families may have issues or concerns which they wish to have addressed. In order to ensure that Patients/patients' families have a way to resolve their issues or concerns; E. A. Conway Medical Center has established a Patient Complaint & Grievance Process.

HOW TO FILE A COMPLAINT

To file a complaint, you may simply report your concern or issue to any E. A. Conway Medical Center staff member and they will work with you to either resolve your complaint or to get the appropriate E. A. Conway Medical Center staff member needed to work with you to resolve your complaint. If your complaint is not resolved to your satisfaction or if you would like to file a grievance you may do so by following the directions below.

HOW TO FILE A GRIEVANCE

If your complaint is not resolved to your satisfaction or if you would like to file a grievance you may do so by requesting a copy of the Grievance Reporting Form, completing it, and turning it in to the Patient Advocate's Office (Office 5-101 located on the 5th floor of the hospital in Hospital Administration) or by turning it in to any E. A. Conway Medical Center staff member. Alternatively, you may speak directly with the Patient Advocate @ 330-7506 (available Monday through Friday from 8:00am until 4:30pm), the Unit or Department Manager, or the RN House Supervisor (contact the operator and ask them to connect you) and inform them that you would like to file a grievance. They will in turn assist you.

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Within seven days of filing your grievance, you will be sent a written confirmation indicating that your grievance has been received. Within thirty days of receiving your grievance, you will be sent a written letter communicating the resolution of your grievance or an up date of the investigation and the anticipated date of resolution.

If you are not satisfied with the resolution of your grievance, you may contact the E. A. Conway Medical Center Patient Advocate @ 330-7506 and ask for a Grievance Hearing.

Patients/patients' families have the right to file a complaint and/or grievance. E. A. Conway Medical Center will not take any adverse actions against anyone filing a complaint and/or grievance.

You also have the right at any time to lodge a grievance with the LA Department of Health and Hospitals, Health Standards Section, P. O. Box 3767, 655 N. 5th Street, Baton Rouge, LA 70821-3767, 1-866-280-7737 (toll free). You may also contact the JCAHO at Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Blvd., Oakbrook Terrace, IL 60181, 1-800-994-6610 to report a grievance.

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E. A. CONWAY MEDICAL CENTER

COMPLAINT & GRIEVANCE PROCESS INFORMATION & FORM

