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LOMA LINDA UNIVERSITY

MEDICAL CENTER

PATIENT COMPLAINT/GRIEVANCE

WE ARE HERE TO ASSIST YOU IF YOU NEED HELP!

If there is a problem or you have a complaint about any part of your care while you or your family member is hospitalized, we want to know about it. We encourage you to:

-ASK TO SPEAK TO THE SUPERVISOR IN CHARGE

If the problem is not resolved, or if you do not wish to talk with a supervisor about the problem, you may:

-WRITE OR CALL THE ADMINISTRATIVE PATIENT REPRESENTATIVE.

**Administrative Patient Representative
Loma Linda University Medical Center
11234 Anderson Street, Room 1120
Loma Linda, California 92354
(909) 558-4647, or
(909) 558-6502 at the East Campus**

If staff in the patient care unit cannot promptly resolve your complaint, your concern will be managed as a grievance. A patient or authorized family member filing a grievance will receive a written response within seven (7) days or as soon as practicable. The response will include: 1) the steps taken on behalf of the patient to investigate the grievance, 2) the decision or resolution of the grievance, 3) the date of completion and 4) the name of the Medical Center contact person. If a resolution cannot be achieved within a seven (7) day period following the filing of a grievance, you will be notified of the status of the issue and the expected resolution timeframe.

Additional Information

You also have the right to file a complaint with the state Department of Health Services (DHS) regardless of whether you use the Medical Center's grievance process. The state Department of Health Service's phone number and address is: 464 West 4th Street Suite 529, San Bernardino, CA 92401. Their phone number is (800) 344-2896.

You may also refer complaints related to a podiatrist, physician or surgeon to the Medical Board of California at 1426 Howe Avenue #54, Sacramento, CA. 95825-3236. Their phone number is (800) 633-2322.

Complaints regarding a doctor of osteopathic medicine may be referred to the Osteopathic Medical Board of California, 2720 Gateway Oaks Dr. #350, Sacramento, Ca. 95833. Their phone number is (916) 263-3100.

The Joint Commission (JCAHO) encourages you to first bring your complaint to the attention of the organization's leaders. If this does not lead to resolution, bring your complaint to us for resolution.

Office of Quality Monitoring, Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181
(800) 994-6610