


Ambulatory Operations STANDARDS AND GUIDELINES MANUAL	
SECTION: Front Office Operations SUBJECT: Staff Escalation Process	REFERENCE #: PAGE: 1 OF 2
APPROVALS: FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A	EFFECTIVE: 10/2008

PURPOSE:

Resolution of complaints regarding treatment, service, damaged or lost articles, or billing will originate at staff level. In the event agreement is not achieved, it will be escalated to management level.

POLICY:

It is the policy of this facility to provide a systematic approach to resolve conflicts that may arise in the care of a patient.

While handling complaints, staff should be patient and considerate, listen to the patient's complaint and make every attempt to resolve it.

All conflicts between employees and patients will be investigated by the office manager. If the staff member is found to be at fault, the incident will immediately be discussed with the staff member, and a determination will be made as to whether any disciplinary action will be taken.

In the event complaints can not be resolved at the clinic level, the patient will be asked to contact Patient Services to elevate the complaint.

REVISION HISTORY

Effective Date:
 Review Date:
 Revised Date: October 1, 2008

