

## PATIENT'S BILL OF RIGHTS

### POLICY STATEMENT

# Grievance Procedure for Patients

Any patient or patient's representative, including a patient's family member, who is dissatisfied with the services or care performed at any Big Sandy Health Care, Inc. (BSHC) location may lodge a formal complaint, as outlined below:

Patients have the right to a formal patient complaint process. Patients may request a copy of the "**Patient Complaint Form**" from any BSHC staff member at any BSHC location. Patients also may download the "**Patient Complaint Form**" at [www.bshc.org](http://www.bshc.org).

1. Patients may submit the completed form to the Clinic Director. The Clinic Director shall review and investigate the complaint and then send a written reply to the patient or the patient's representative.
2. In the event the Clinic Director is unable to resolve the issue, the Clinic Director shall send all documentation to BSHC's Chief Executive Officer for review. The Chief Executive Officer shall review and evaluate the complaint and send a written reply to the patient or the patient's representative.
3. If the patient or the patient's representative is not satisfied with the Chief Executive Officer's response, the patient or the patient's representative may request, in writing, a hearing before BSHC's Board of Directors. The patient or the patient's representative should address the request to The President, BSHC Board of Directors, 1709 Kentucky Route 321, Suite 3, Prestonsburg, Kentucky 41653.
4. BSHC's Board of Directors shall review all relevant information and issue a written statement to the patient or the patient's representative that outlines the investigative outcome and course of action recommended.
5. A copy of the final outcome statement and course of action shall be kept on file at BSHC's administrative office in Prestonsburg, Kentucky.