

Emergency Department Complaint Management Process

Write-Off or Reduction of Physician Bill Depends on:

1. Problem not isolated to hospital staff care or to another medical staff member.
2. Potential public relations or risk management issue for hospital.
3. "Justified" problem that cannot be resolved by conversation with ED Medical Director.

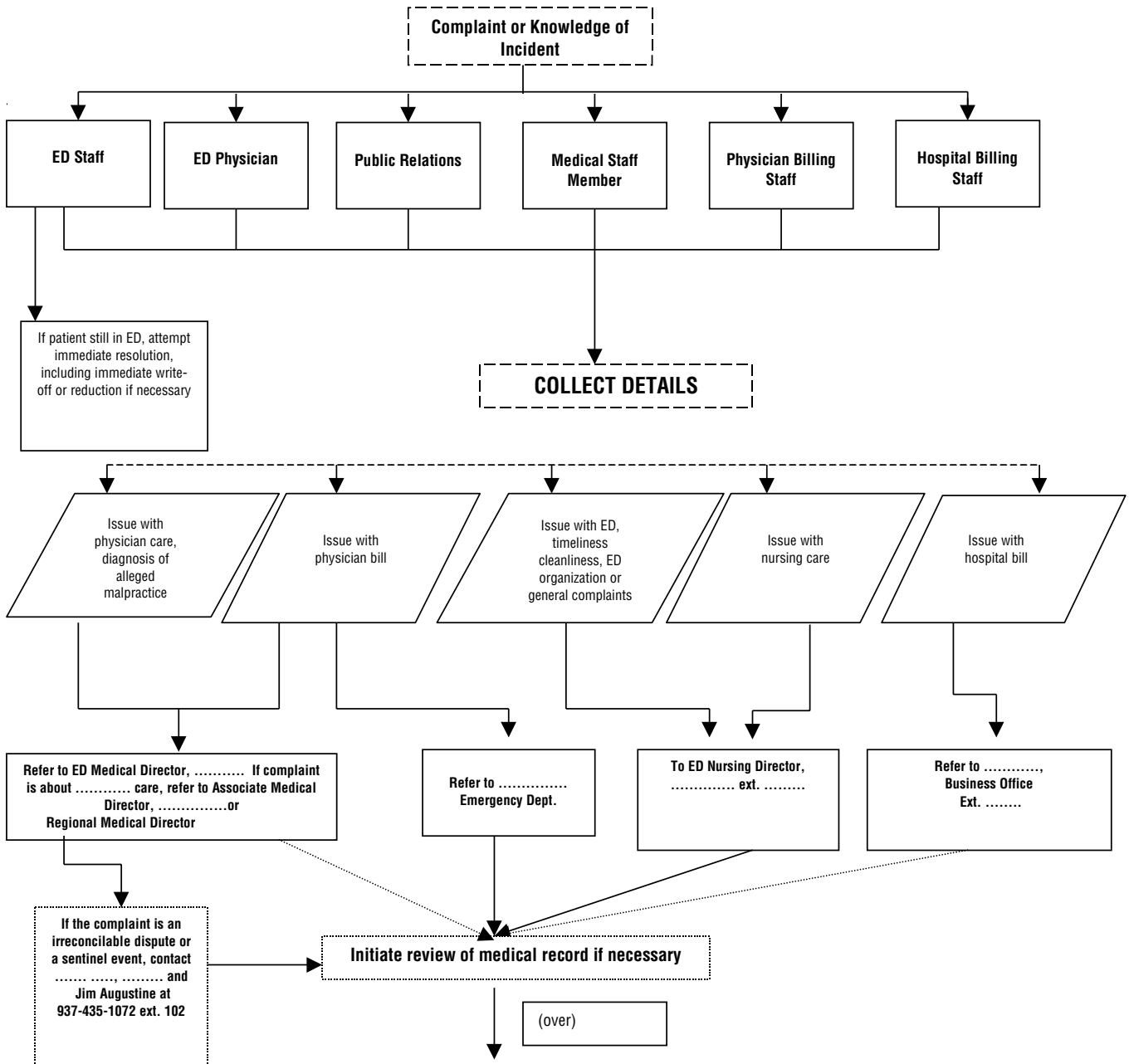
Write-Off or Reduction of Hospital Bill Depends on:

1. Involvement of hospital personnel (nurses, techs, clerks) as source of complaint.
2. A "justified" problem cannot be resolved with a conversation with patient and/or complainant.
3. Problem not isolated to ED or medical staff physician.
4. Potential public relations or risk management issue for hospital.

-The correct person for writing off or adjusting an ED bill at is at ext. bills written off or adjusted should have prior consultation with

-For a physician bill, contact, New Century Physicians Billing Representative at ext. ED physician bills written off or adjusted should have prior consultation with, ED Medical Director, or, Asst. ED Medical Director.

-Documentation of ED complaints, their investigation and resolution should be forwarded to the Risk Management Department.



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Contact appropriate ED or other staff member if necessary for detail of incident to clarify understanding.

Is complaint justified according to findings?

NO

Investigator to communicate with complainant using blameless apology.

Send complaint with completed investigation and pertinent documentation to Risk Management.

Complaint Mgmt document completed and complaint # assigned.

Immediately contact and

Write off or reduction of hospital bill only or physician bill only, or notify complainant that contact will be made with "other party."

Contact "other party" if necessary to discuss details and make decision on other write off/reduction.

Contact the patient,(QR) and (ED) to communicate the write off/reduction.

Is this a potential malpractice or significant customer relations issue?

NO

Investigator to document changes/improvements made to prevent recurrence of the incident.

YES