



## Procedure for Patient Complaints or Grievances

Harney County Health District (HCHD) endeavors to meet our patients' expectations of care and services. We have adopted an internal Grievance Procedure providing for prompt and fair resolution of complaints, concerns, or grievances.

Patients and/or their representatives have the right to submit a complaint either verbally or in writing. The Grievance Procedure shall be freely applied to protect the important rights of the patient and to meet all appropriate due process standards (treating people equally under the law), and to assure hospital compliance with state and federal regulations. The procedure is as follows:

**STEP 1:** If a patient submits a verbal complaint to a Health District staff member, and the patient is satisfied with the actions taken on his/her behalf, the complaint is considered resolved.

**STEP 2:** If a verbal complaint is not promptly resolved to the patient's satisfaction by the Health District staff member, or if the patient submits a written complaint, the person receiving the complaint will notify Hospital Administration immediately. Administration will contact the patient within ten (10) days of the receipt of the grievance to acknowledge that the grievance was received.

**STEP 3:** A Hospital Administrator will issue a written report regarding the grievance, within 30 days, which will include: 1) the name of the person following up; 2) the steps taken by the hospital on behalf of the patient to investigate the grievance; 3) the results of the grievance process; and 4) the date of completion. The grievance is considered resolved when the patient is satisfied with the actions taken on his/her behalf.

Grievances may be submitted to:

- **The hospital's internal process via contacting a staff member, leader, risk manager, or administration.**
- **DNV**  
<https://www.dnvhealthcareportal.com/patient-complaint-report>
- **Oregon Health Authority online or by calling (971) 673-0540**  
Healthcare Licensure and Certification Section  
800 N.E. Oregon St. Suite 305  
Portland, Oregon 97232  
971-673-0540  
<https://www.oregon.gov/oha/PH/PROVIDERPARTNERRESOURCES/HEALTHCAREPROVIDERSFACILITIES/HEALTHCAREHEALTHCAREREGULATIONQUALITYIMPROVEMENT/Pages/complaint.aspx>



- **Oregon Medical Board**  
(must be submitted in writing online or via letter)  
Oregon Medical Board  
Investigations Manager  
1500 S.W. 1st Ave. #620  
Portland, OR 97201  
<https://www.oregon.gov/omb/OMBForms1/complaint-form.pdf>
- **Medicare Beneficiary Ombudsman**  
(for help with Medicare-related complaints)  
KEPRO Medicare Beneficiary  
Help Line 888-305-6759; TTY 1-800-537-7697
- **Civil Rights Complaints**  
Oregon Health Authority's Civil Rights Coordinator  
(971) 673-2000  
[oha.publiccivilrights@odhsoha.oregon.gov](mailto:oha.publiccivilrights@odhsoha.oregon.gov).