



Procedure for Patient Complaints or Grievances

Harney County Health District (HCHD) endeavors to meet our patient's 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 receipt of the grievance.

STEP 3: Within 30 days, a Hospital Administrator complete a thorough review and 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 hospitals internal process via contacting a staff member, leader, or administration.**
Harney District Hospital Administration
557 W. Washington St
Burns, Oregon 97720

You can also call the Director of Quality directly at **541-573-3696**.

- **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 SW 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.