



HANDLING COMPLAINTS IN THE MEDICAL PROFESSION



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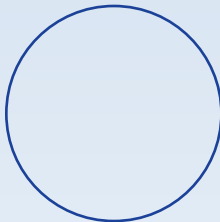
Why Patients Complain

Five Most Common Complaints

1. _____
2. _____
3. _____
4. _____
5. _____

A Complaint Is:





Six Steps for an Effective Complaint Procedure

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Severity of Complaints

Level 1:

Level 2:



How to Handle Complaints

Steps 1 and 2

Step 1: Listen and Empathize

- Empathizing is _____.
- Sympathizing is _____.
- It is best to empathize _____.

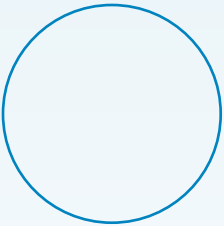
Non-Verbal Clues That Demonstrate You Are Listening

"Your body language is so loud I can't hear what you are saying."

1. _____
2. _____
3. _____
4. _____

How to Stay Calm and Remain in Control

1. _____
2. _____
3. _____
4. _____





Step 2: Clarify

- Open-ended questions encourage the speaker to _____.
- Close-ended questions encourage the speaker to _____.

Use Open-Ended Questions to:

1.
2.
3.

Use Close-Ended Questions to:

1.
2.
3.



How to Handle Complaints

Steps 3 through 6

Step 3: Respond

Level 1: Offer solution.

Level 2: Refer to person who can help and follow up to make sure the problem was resolved.

Step 4: Check Back

- Does that sound like a reasonable solution?
- Are you comfortable with that solution?

Step 5: Document

- Does your complaint form have all these areas? Or do you need to develop one?

**Kimball Health Services
Patient Complaint Form**

Instructions
Kimball Health Services is committed to respecting your right to privacy of your personal health information and in providing quality healthcare. We take all complaints very seriously, and will not retaliate for filing a complaint. To file a complaint, complete this form and return it to the CEO.

COMPLAINT SUBMITTED: ☐ In Person ☐ Via Mail ☐ Via Phone

COMPLAINT SUBMITTED BY: ☐ Patient ☐ Other _____

Patient Name: _____ Date of Incident: _____

Address: _____

City: _____ State: _____ ZIP: _____

Telephone Number: _____

NATURE OF COMPLAINT:
☐ HIPAA Violation ☐ Quality of Care ☐ Billing ☐ Customer Service

COMPLAINT INVOLVES:
☐ Clinic ☐ Nursing ☐ Radiology ☐ Lab
☐ Rehab ☐ Outpatient Services ☐ Social Services ☐ Administration
☐ Health Information ☐ ED ☐ Provider

Description of Complaint: _____

For Internal Use Only

INVESTIGATION: Date: _____ Time: _____

RESOLUTION:

Patient Notified? Date: _____ Time: _____

Name of person resolving problem: _____

PATIENT SATISFIED: ☐ YES ☐ NO Credit issued: _____

Patient formally notified of right to appear if unsatisfied? _____

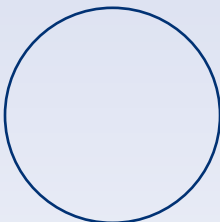
When complete, route this form to the Outcomes Director for Quality Improvement and/or the Pharmacy Office.

Step 6: Follow up

Was the patient satisfied with the outcome?

If not, has he been informed what else he can do to escalate the complaint?





Examples

Patient Complains about Waiting too Long

-
-
-

Patient Not Getting Expected Results

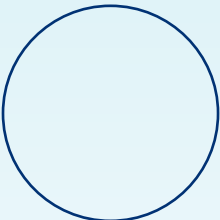
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Patient Has Resultant Damage that Needs Correction

-
-
-

Words that Work

- | | |
|---------|---------|
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| • | • |
| • | • |



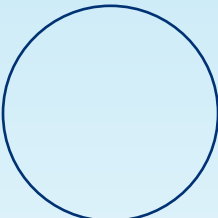
Preventing Complaints

A Few Phrases That Can Help:

1. _____
2. _____
3. _____
4. _____

Five Times to Say Thank You:

1. _____
2. _____
3. _____
4. _____
5. _____



Rearranging Your Office for Patient’s Comfort

- 1.
- 2.
- 3.
- 4.

Next Steps:

- 1.
- 2.
- 3.
- 4.