

Responding to Your Needs and Concerns

Presbyterian has a program for responding to patient and visitor issues, concerns, complaints and grievances. In most cases, a Presbyterian employee can address issues quickly and thoroughly during your stay. If you feel that we have not met your needs or succeeded in resolving the issue to your satisfaction, you may file a formal complaint, also called a grievance.

A grievance is a formal process in which you submit a written letter or request, in person or over the phone, detailing the situation with which you are dissatisfied. As part of the process, we may request that you put your concerns in writing to better assist us in the investigation and resolution process. Our goal is to provide you written notification of the resolution to your complaint/grievance within seven days. A staff member will reach out to you during this process for clarification or additional information.

You or your legally authorized representative has the right to:

- Expect prompt, personal action in addressing a need or concern
- A resolution of a complaint/grievance within seven calendar days (unless otherwise negotiated directly with you) and in writing
- The attention of an Administrator in the resolution of a complaint/grievance regarding your care, if you request it
- Express a compliment or complaint/grievance about the service or care you have received. To initiate a complaint/grievance, ask to speak to a supervisor or manager, or you may address your concerns in writing to:

Presbyterian Hospital Administration
Attn: PDS - Patient Relations Services
P.O. Box 26666
Albuquerque, NM 87125-6666
(505) 923-5256 or 1-866-977-3021
email: ptrelations@phs.org

- We ask that you allow us the opportunity to address your concerns; however, you may also file complaints regarding Presbyterian with the New Mexico Department of Health at the following address:

New Mexico Department of Health
Office of the Secretary
P.O. Box 26110
1190 St. Francis Drive
Santa Fe, NM 87502-6110
(505) 827-2613

This facility is accredited by the Joint Commission (JC). The Joint Commission accreditation allows the hospitals/facilities to continuously improve the safety and quality of care provided to the public. If you have quality or safety concerns you would like to report to the Joint Commission about this hospital, please contact the Joint Commission at:

Mail:

Office of Quality Monitoring and Patient Safety - Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Fax: (630) 792-5636

Online: www.jointcommission.org. Use "Report a Patient Safety Event" form.

For complaints or grievances related to our Renal Transplant Program, you may contact the End Stage Renal Disease (ESRD) Network #15; a nonprofit organization involved in assuring quality care to individuals with ESRD at:

Mail: Intermountain End-Stage Renal Disease Network
1301 Pennsylvania, Suite 750
Denver, CO 80203

Phone: (303) 831-8818 or toll free 1-800-783-8818 or 1-888-777-0105

If you are concerned about a possible violation of a law or Presbyterian's ethics commitment, you should report your concerns in one of the following ways:

- Ask to speak to a supervisor or a manager
- Contact the Presbyterian Compliance Department:
Phone - (505) 923-8544
- Call the toll-free Compliance Hotline: 1-888-435-4361 (anonymous, 24/7, Global Compliance)