

Patient Complaint Policy

Complaints/concerns should be filed initially with the Facility Administrator, or in the event the facility administrator is not available, or the complaint is concerning that person, the complaint can be filed with the Regional Operations Director or Patient Rights Officer (contact information provided below*). They will assist you in filing a complaint upon your request. The program will make a resolution decision within 21 calendar days of receiving the complaint. Any exceptions that cause this period to be extended will be documented in the complaint file, and written notification will be given to the patient or persons filing complaints on the patient's behalf. Records of patient complaints will be maintained for two years from date of resolution and include a copy of the complaint, documentation reflecting the process used, resolution/remedy of the complaint, and documentation, if applicable, of extending the period for resolving the complaint beyond 21 calendar days.

Complaints related to patient rights or compliance issues, such as laws and regulations of local, state, and federal agencies or accrediting bodies may be submitted by calling VIP Community Health LLC at 502-517-0506.

Within three working days of receiving the complaint, the program will contact the patient to acknowledge the complaint and provide the following information: [a] the date the complaint was received, [b] a summary of the complaint, [c] an overview of the complaint investigation process, [d] a timetable for completing the investigation and notification of the resolution, and [e] the treatment provider contact the person's name, address, and telephone number.

At any time, patients or persons filing complaints on the patient's behalf have a right to file a complaint, in addition to, or instead of, with any outside organization that includes, but is not limited to, the following:

- Office of the Ombudsman, contact information posted in the facility's lobby. You may speak to the Facility Administrator, ask any teammate for contact information, or you can contact:
 - AODE Ombudsman
 - 275 E Main St 2E-O
 - CHFS.Listens@ky.gov
 - Phone: 502-564-5497
 - Fax: 502-564-9523