

Square Medical Group

GRIEVANCE PROCEDURE

Policy:

It is the policy of Square Medical Group to encourage our persons served to bring to the attention of management any of their complaints about their treatment, or other relevant matters. A goal of this facility is to assist patients with empowering them to take care of their needs in a pro-active and pro-social manner. For this reason the person served shall be provided with an opportunity to present their complaints and have the decision of management reviewed through a formal complaint and grievance procedure. All complaints and grievances are taken seriously and shall be resolved fairly and promptly.

Square Medical Group will provide all persons served with the opportunity to secure consideration of a grievance dealing with, but not limited to, any of the following possible problem areas:

1. Person served suffered mistreatment, such as harsh or scolding words or other disrespectful behavior;
2. Cancelled appointments, difficulty contacting provider or office personnel;
3. Inappropriate touching and other forms of sexual harassment or sexual abuse;
4. Any abuse of regulations of which the person served may be aware;
5. Any abuse or fraud of billing policies; or
6. Any situation that the person served or family believes is troublesome or inappropriate.

Submission of a grievance or complaint by a person served shall in no way adversely affect the person served or his/her treatment.

Procedure:

When there is a grievance or complaint, the following procedure shall be followed by an aggrieved person served:

- A. Person served should personally discuss his/her grievance with their clinician directly, if he/she is comfortable doing so. The clinician should respond to the grievance within one week.
- B. If the complaint is about the clinician of the person served, or if s/he is not comfortable discussing the issue directly with their provider, s/he should direct the complaint to the Medical Director at (617) 916-5069.
- C. The Medical Director will meet with all parties involved and attempt to develop a resolution that is acceptable to all.
- D. The person served, or family member, has a right to have their complaint resolved, if this is within the authority or scope of work of Square Medical Group. The written documentation of the resolution of the complaint shall be put in the record of the person served. A copy of the disposition/resolution of the complaint shall be given to the person served or family member or guardian.
- E. Square Medical Group administration shall advise the clinician of their rights to retain an advocate or counsel if appropriate.
- F. If Square Medical Group does not resolve the complaint to the person served or family member's satisfaction, the person served or family member has the right to notify the Department of Public Health, Division of Healthcare Quality 617-753-8000, TTY/TDD 617-624-6001.