

North Carolina Specialty Hospital

Your rights as a patient with regards to complaints/grievances and your safety

We want to do our best to provide you with excellent care and services. We are all dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible.

Should we fail to meet your expectations or if you are dissatisfied with your care, North Carolina Specialty Hospital (NCSH) has procedures to help you let us know about your concerns and how to resolve them. Federal and State laws also give you specific rights with regard to filing grievances and complaints regarding care and service.

The most important thing you can do is let us know about your concerns right away. Any of our employees will do his/her best to help. If our employee is unable to meet your needs, please ask to speak with a manager. Let them know exactly what the problem is and how they can help.

If you are still not satisfied, you may file a grievance. You may file an internal grievance (with NCSH) by contacting the CEO at 956-9301 or writing CEO-NCSH P.O. Box 15819 Durham, NC 27704. After filing a grievance you may expect an acknowledgement of the grievance and a written response within 30 days to include:

- The decision of the hospital
- The steps taken to investigate your grievance.
- The name of a contact person
- The results of the grievance and the date of the completion

In the event you wish to contact a regulatory agency please contact: Medical Facilities Licensure Section, Division of Facility Services, PO Box 29530, Raleigh, North Carolina 27626-0530. Telephone: (800) 662-7030

For Medicare patients: If there is a complaint/grievance regarding quality of care, disagreement with a coverage decision, or if you wish to appeal a premature discharge you may contact Medical Review of North Carolina 1-800-682-2650.

Please let an employee or manager know if you have any concerns about your safety.

You may also contact The Joint Commission (TJC) if you have concerns about patient care or safety in the hospital or laboratory that hospital/hospital management has not addressed. The toll-free number is 800-994-6610.