



## ***Resolution of Complaints (From Clinicians and Clients)***

A Client Service Complaint is any complaint and/or concern from one of our valued clients regarding a situation or incident that results in dissatisfaction of that client. An Employee Healthcare Complaint is a complaint from one of our healthcare clinicians regarding a situation which violates the safety of patients or applicable safety rules, such as those of the Joint Commission. The purpose of our complaint policy is:

- To have a positive impact in improving client service and satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by client dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

IDR Healthcare (“IDR HC”) accepts Client Service Complaints and Employee Clinician Complaints from our clients and employees. The following guidelines shall be followed in resolving complaints.

- Employee Clinician Complaints must be filed within 30 days of the alleged act. The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was a violation.
- An individual seeking to file a complaint needs to contact IDR HC management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain either a Client Service Complaint or an Employee Clinician Complaint.
- A complaint may be resolved at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by an individual’s right to privacy (e.g. medical records).
- If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled. Settlement terms may require:
  - Correction of harm(s) resulting from the violation(s).
  - Modification of practices.
  - Other actions to eliminate the effects of a violation.

IDR HC’s goal is to always provide the client with a consistent level of service. If for any reason the client is dissatisfied with our service, we encourage the client to contact IDR HC Management to discuss the issue. IDR HC has processes in place (other than those listed above) to resolve client complaints in an effective and efficient manner. If the resolution does not meet the client’s expectations, we encourage the client to call the IDR HC corporate office at (770) 671-0040 ext 7. A corporate representative will work with the client to resolve the concern.

Any individual that has a concern about the quality and safety of patient care delivered by IDR HC health care professionals, which has not been addressed by IDR HC management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by sending correspondence to the Office of Quality Monitoring at One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181. IDR HC demonstrates this commitment by taking no retaliatory or disciplinary action against employees when they do report safety or quality of care concerns to the Joint Commission.