

GRIEVANCE PROCESS

We strive to maintain a professional and compliant atmosphere. Issues can arise. The Grievance procedure is a means for patients and related parties to inquire into issues raised and identify whether action needs to be taken to resolve identified issues and prevent recurrence.

The facility Administrator will record the grievance complaint and conduct a prompt investigation for quick resolution.

Any patient and/or support person, visitor, employee, physician, or vendor may lodge a grievance using the Center's procedure to formally voice complaints, resolve disputes or to bring attention to possible violations of patient rights.

No person shall be punished or retaliated against for using the Grievance Procedure.

Any grievances, comments and complaints are addressed to the Center Administrator. Complete details and a copy of the Center's Grievance Policy as well as a Grievance form may be obtained by contacting the Center Administrator at (267) 212 5000, jallman@asclanghorne.com.

Additional Information can be obtained from or to file a complaint with the State of Pennsylvania contact:

Pa Department of Health: Division of Acute and Ambulatory Care

Room 532, Health & Welfare building

Harrisburg, PA 17120

1-717-783-8980

www.dsf.health.state.pa.us/health

www.medicare.gov

1-800-MEDICARE (1-800-633-4227)