

REPORTING PATIENT CONCERNS

Please let your doctor or nurse know if you have any safety concerns while you are in the hospital or clinic. To provide you with the best quality health care, we need to hear your concerns and ideas on how we may better serve you.

If you would like to further communicate a concern about patient care, complete a patient report card or write or call us about your concern. If your concern is about care at Mt. Edgecumbe Hospital, you may talk with the patient advocate at 907-966-8860, call toll free and leave a message for the Vice President of Hospital Services (1-800-478-8355), or send an email to: frank.sutton@searhc.org. For the Juneau Medical Center, contact the Administrative Office (907-463-4058) or send an email to: brenda.sturm@searhc.org. Your concern will be shared with the department manager(s) of the areas involved and the manager(s) will evaluate and follow-up.

Don't hesitate to tell us how we can improve patient care and safety. In addition to review of report card responses and other patient comments by the hospital and clinic administration and department managers, a summary of responses is also provided to the SEARHC Accreditation Governing Body.

If you feel that your concern about patient safety has not been adequately addressed by the hospital or clinic, you may also contact the organization which accredits these facilities, The Joint Commission on Accreditation of Healthcare Organizations. The Joint Commission's online complaint submission web address is:

<http://www.jointcommission.org/GeneralPublic/Complaint>. You may also write to:

Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

The Joint Commission will notify us about your patient safety concern and we will respond to the Joint Commission about follow-up.