

REPORTING PATIENT CONCERNS

Please let your doctor or nurse know if you have any safety concerns while you are in the SEARHC Mt. Edgecumbe Hospital in Sitka or Ethel Lund Medical Center in Juneau. To provide you with the best quality health care, we need to hear your concerns and ideas about how we may better serve you.

If you would like to further communicate a concern about patient care, please 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 contact the Hospital Administrator at 1-907-966-8310, or send an e-mail to norma.perkins@searhc.org. For the Ethel Lund Medical Center in Juneau, you may contact the Administrative Office at 1-907-463-4058, or send an e-mail to janice.sheufelt@searhc.org. Your concern will be shared with the department manager(s) of the areas involved, and the manager(s) will evaluate the concern and follow up as needed.

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

If you feel your concern about patient safety has not been adequately addressed by the hospital or clinic, you may contact The Joint Commission, which is the organization that accredits the SEARHC Mt. Edgecumbe Hospital and Ethel Lund Medical Center. The Joint Commission's online complaint submission web address is: <http://www.jointcommission.org/GeneralPublic/Complaint>. You also may write to:

Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
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 any required follow-up activities.