



## Gifford Health Care

### Complaint Process

Gifford encourages patients and families to share compliments or suggestions for improvement. This helps us to address concerns with any of our services so we can improve the quality of care we give our patients.

It is the responsibility of all staff to be alert to patient concerns and to take immediate action to recognize and resolve those concerns. Staff members report significant or unresolved concerns to their department managers.

If an issue is not resolved to your satisfaction the Patient Relations Specialist will work to resolve identified concerns and follow-up with either a telephone call or letter within 14 days. Presentation of a concern by a patient or family member will not compromise future access to care for the individual or individuals involved.

A record of the complaint/concern and any follow-up action will be maintained. All concerns are treated as confidential information.

#### How to register a complaint

Concerns may be expressed in writing or verbally from a patient or family to:

Patient Relations Specialist  
Gifford's Public Relations Department  
44 South Main Street  
Randolph, VT 05060  
Phone: 802-728-2433  
Fax: 802-728-4245

If a patient or family member feels it is necessary to discuss his or her problem with someone outside the hospital, he or she may contact one of the following:

Department of Disabilities, Aging and Independent Living  
Division of Licensing and Protection  
HC 2 South, 280 State Drive  
Waterbury, VT 05671-2020  
Phone: 802-241-2401

Board of Medical Practice  
Department of Health  
108 Cherry Street  
Burlington, VT 05402  
Phone: 802-863-7200, toll free in Vermont: 800-464-4343

Office of Professional Regulation  
Vermont Secretary of State  
89 Main Street, Third Floor  
Montpelier, VT 05620-3402  
Phone: 802-828-3555

Complaint forms available at: [www.sec.state.vt.us/professional-regulation.aspx](http://www.sec.state.vt.us/professional-regulation.aspx)

## **As a Medicare Beneficiary you have certain guaranteed rights**

These rights protect you when you get health care; they assure you access to needed health care services; and they protect you against unethical practices. You have these Medicare rights whether you are in the Original Medicare Plan or another Medicare health plan. The rights include:

- The right to protection from discrimination in marketing and enrollment practices.
- The right to information about what is covered and how much you have to pay.
- The right to information about all treatment options available to you.
- The right to appeal decisions to deny or limit payment for medical care.
- The right to know how your Medicare health plan pays its doctors.
- The right to choose a women's health specialist.
- The right, if you have a complex or serious medical condition, to receive a treatment plan that includes direct access to a specialist.
- The right to receive emergency care.

## **HIPAA notice of privacy practices**

Gifford uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care you receive. Your health information is contained in a medical record that is the physical property of Gifford.

We respect your right to privacy and make every effort to maintain confidentiality. According to the federal law named the "Health Insurance Portability and Accountability Act" (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate "need to know" may access, use or disclose patient information.

[Read Gifford's HIPAA Notice of Privacy Practices](#)