



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 Community Relations Coordinator will work to resolve identified concerns and follow up with either a telephone call or letter within 14 days. Presentation of concerns 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:

Gifford's Community Relations Coordinator
44 South Main Street
Randolph, VT 05060
Phone: 802-728-2377
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
PO Box 70
Burlington, VT 05402
Phone: 802-657-4220, 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: 802-828-1505

Complaint forms available at: <https://sos.vermont.gov/opr/complaints-conduct-discipline/>

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. They include:

- The right to be treated with dignity and respect at all times.
- The right to protection from discrimination.
- The right to have your personal and health information kept private.
- The right to get information in a way you understand and in a culturally sensitive way from Medicare, health care providers and contractors.
- The right to information about what is covered and how much you have to pay.
- The right to have your questions answered.
- The right to have access to doctors, specialists and hospitals.
- The right to file complaints including complaints about the quality of your care.
- 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](#)