



Complaint Resolution for Patients/Beneficiaries/Customers

The patient, family and/or facility personnel have the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of service.

Service, equipment and billing complaints will be communicated to management, upper management and corporate compliance. These complaints will be documented via a provided Complaint Log,

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by the Director of Pharmacy and/or delegate within a reasonable amount of time after receipt of the complaint.

The patient will be informed of this complaint resolution protocol by the nursing facility or Assisted Living facility upon admission to facility. Both Protocol and Log can be found in the Welcome Packet provided to the facility.

If a patient needs to reach the Pharmacy to discuss any concerns, they should contact their pharmacy at or ask their Nurse/Caregiver to put them in contact with the pharmacy.