

## Glen Rose Medical Center Patient/Families:

Glen Rose Medical Center wants to welcome you. We are committed to providing a safe, clean and caring environment that is favorable to patient healing. The entire staff of GRMC acts as a liaison and patient advocates to assist you with your stay. We also provide education and resource information to the community, families and patients. All of your concerns, complaints, and/or grievances are important to us and every effort will be made to ensure your satisfaction. We offer several ways to voice your concerns as follows:

**Patient/Family Complaint** – This process is completed when a complaint is voiced to any member of the GRMC team. The matter is immediately addressed and resolution is quick and complete. No written response is given.

Unfortunately, not all matters can be resolved immediately. You will then be given the choice to file a formal grievance.

**Formal Patient Grievance** – this process is initiated in the event a resolution from a complaint has not been reached or you choose to file a grievance. A “patient grievance” is a formal, written or verbal grievance that is filed by a patient, when a patient issue cannot be resolved promptly by staff present. You may file a grievance with any Department Director and/or the Quality Manger or Administrative Representative. Once a formal grievance is filed the hospital will review, investigate, and resolve each patient’s grievance within a reasonable time frame. You will then receive a written notice of the hospital’s determination. Grievances can also be lodged with the State agency directly, regardless of whether you use the hospital’s grievance process. To file a grievance with the State office with the representative of the Centers for Medicare and Medicaid Service (CMS), please contact:

Department of Health 1-800-458-9858  
Quality Improvement Organization (QIO)  
TMF Health Quality Institute 800-725-9216 ([www.tmf.org](http://www.tmf.org))

To file a Formal Grievance with a GRMC representative, please use any of the following phone numbers:

### Directors

Med/Surg/ER Director	Kathryn Placide	254-897-1447
Therapy	Tammy Apodoca	254-897-3176
Cardiopulmonary	Kim McAnally	254-897-2215 ext 650
Laboratory	Michael Honea	254-897-1450
Radiology	Leah Ratliff	254-897-1432
Business Office	Charlotte Winters	254-897-1468
Senior Care	Diane Rudisaile	254-897-1619
Health Information Management	Shelly Hooper	254-897-1440
CNO and Surgery	Donna Miller	254-897-1439
Dir of Quality Improvement	Kelly Van Zandt	254-897-1496
CEO	Ray Reynolds	254-897-1471

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_