

Grievance Protocol

What to do if You Have a Problem

Patients or family members have a right to address problems they identify in a facility without fear of discrimination or punishment. The purpose of this page is to describe how you can get help if you have a problem concerning the care you receive from your National P.E.T. Scan facility.

Generally, when you want help to solve a problem, you should:

- Make every attempt to work it out informally with your facility staff.
- Follow the grievance procedure at your own facility.
- Carefully review the Statement of Patient Rights and Responsibilities

The Corporate Office's Role

The Corporate office can assist in the resolution of a grievance by acting as a third party or intermediary between a patient and a facility or a professional provider. If you need help, or information, you can write or call the Corporate office at:

National P.E.T. Scan Management, LLC
PO Box 68
Green Cove Springs, FL 32043
PH (305) 455-3000

Here are some rules you will have to follow:

- You are asked to confirm the grievance in writing if you make the initial contact by phone.
- You may designate anyone you choose as your representative, though you must designate in writing if you want someone to act in your behalf.
- You are not required to use the facility grievance procedure before contacting the Network, but it is recommended in most cases; however, if you fear reprisal by your facility, you are free to contact the Corporate Office first.
- You can withdraw a grievance at any time.

The Corporate Office will:

- Keep your identity confidential and will not release it without your permission.
- Send you a written acknowledgment within 5 days that your complaint has been received.
- Respond in writing if we determine that the problem is not a company issue, or is more appropriately handled by another agency.
- Conclude our mediation/resolution activities within 90 days of receipt of the inquiry, and make a written response to you, including results, agreements and options to follow if you are not satisfied.

CMS Regional Office Issues

The Corporate Office **cannot** handle issues dealing with money, payment of bills, or State or Federal licensing or certification issues. These are handled by the CMS Regional offices. Here is the contact address for patients living in:

Florida

CMS – Region 4
Atlanta Federal Center
61 Forsyth Street, S.W., Suite 4T20
Atlanta, GA 30303-8909
Phone: (404) 562-7500
Fax: (404) 562-7162

Your identity will be kept confidential throughout the process unless you specifically authorize a release.

GRIEVANCE MECHANISM

Rights: If you feel that there is a problem with the care you receive or arrangements you have at your facility, then it is your right to try to correct the situation by talking to the staff to voice a complaint or to suggest changes in policies or services. It is your right to do that, or have someone else do it in your behalf, without fear of punishment or negative actions toward you. If, after talking to the appropriate facility personnel the problem still continues, you may file a formal complaint called a grievance with the facility, which is required by law to have a Grievance Procedure to help resolve the matter. If that process is not satisfactory to you (and the problem pertains to a quality of medical care issue) you can contact the Corporate Office for further information and/or assistance, which might include filing a formal grievance with the Corporate Office. Upon request your name can be held confidential.

Responsibilities: It is your responsibility to know and to follow your facility's posted rules and regulations. If a problem arises for you we suggest that you try to settle any disagreements informally with the appropriate personnel. If the problem cannot be solved in that way, it is your responsibility to know the proper Grievance Procedure in your treatment center and we then suggest that you use that procedure. If, at that point, the grievance remains unresolved and pertains to a quality of care issue, you are encouraged to use the National P.E.T. Scan Management, LLC Grievance Protocol. You may contact the Corporate Office by writing National P.E.T. Scan Management, LLC, PO Box 68 Green Cove Springs, FL 32043, or by calling the following number:

(305) 455-3000