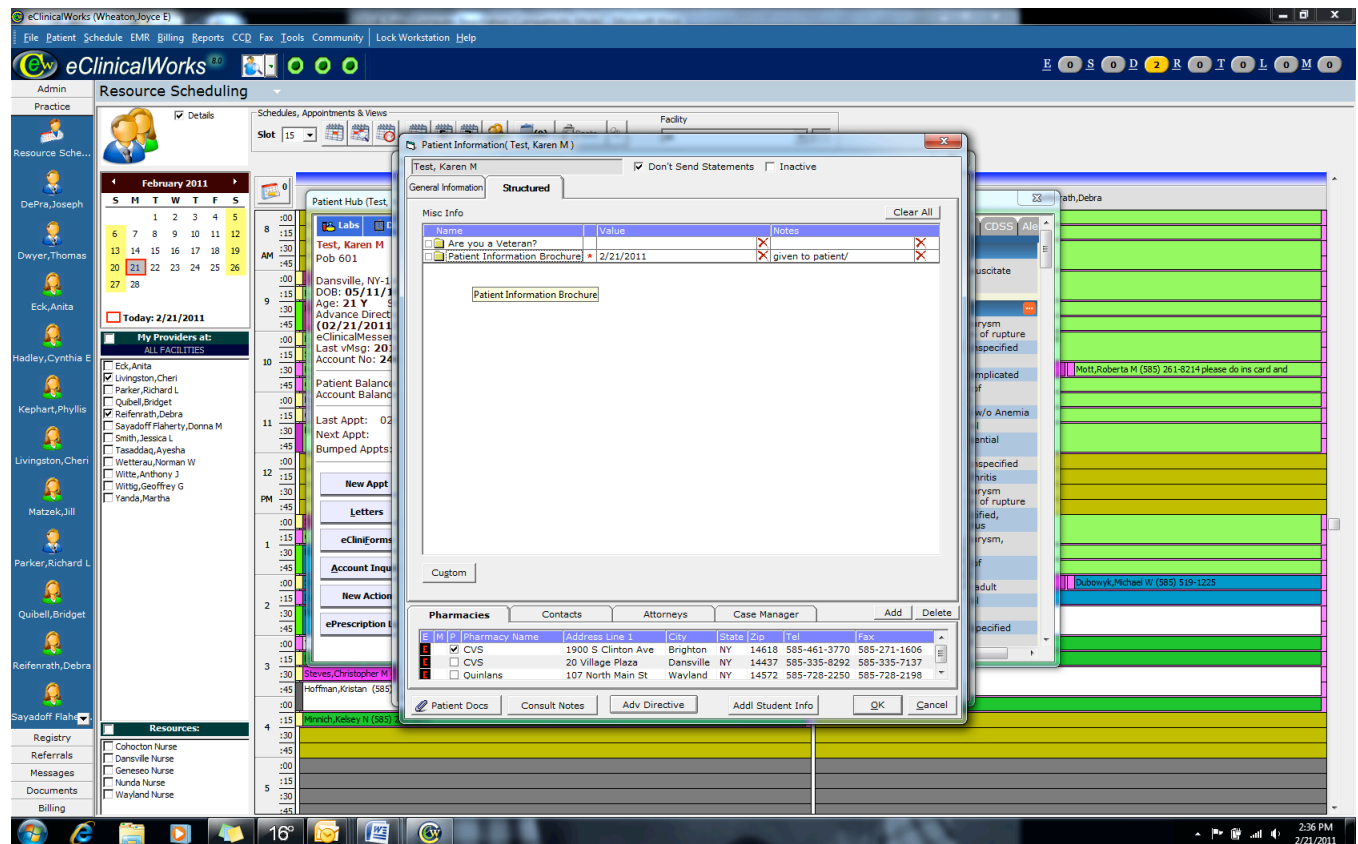


<p>TRI-COUNTY FAMILY MEDICINE PROGRAM, INC.</p> <p><b>POLICY</b></p>	<p>S U B J E C T</p> <p>CLERICAL POLICY Section CP I-13</p> <p>Complaints/Problem Accounts</p>
<p>Effective: 1/90 Revised: 3/97, 9/00, 6/05, 11/08, 2/11, 9/12, 10/13</p>	<p>Approved:</p>

If a patient is upset about the provider's care, the charge, or any other complaint AND THE PATIENT HAS NOT PAID FOR THE SERVICE, please inform the **Data Analysis & PM Systems Operator or Lead Medical Coder**, the Office Manager/Office Supervisor /Administrator as soon as possible. Send an electronic message to the appropriate staff as to the complaint. The appropriate staff will review each case to resolve the complaint.

The collections clerk needs this information before contacting the patient regarding a delinquent account or before forwarding to a collection agency.

Refer to the "Patient Complaint Procedure" and the "Patient's Bill of Rights" in the Patient Information Brochure. When the Patient Information Brochure (which includes the Patient Bill of Rights) is given to a patient from the patient's electronic record and the Patient Hub select: *Patient Information – Add Information –and the Structured tab record select Value and a drop down menu will appear select the appropriate category and under notes record any pertinent information.*



When a formal, written complaint is received from a patient by the Administrator the provider will be contacted. The complaint will be reviewed and a resolution/response will be prepared. The patient will subsequently be contacted or notified by letter from the Administrator.

Macintosh HD:Users:barbaraday:Documents:Projects:DaysWork2018:2018 K2 Communications:2018 Tri County Medical:Forms:TCFM\_PatientForms 2:Complaints\_Problem\_Accounts.doc