



Patient Grievance Procedure

MRH has staff available to help you understand the health care system and to assist with any issues that may occur during your visit. Any questions or concerns about patient rights, the quality of care you received, billing, or any other issue may be given verbally or in writing to any MRH staff member. Many concerns or complaints can be resolved quickly. If you communicate a complaint to staff members and they are unable to resolve immediately, the following steps may be taken.

- If during regular business hours, you may request that the staff member contact the MRH Patient Care Advocate (PCA) for you.
- If outside regular business hours, or the PCA is unavailable, a message can be left on the Patient Advocate voicemail at 970-252-2997, or emailed to patientadvocate@montrosehealth.com.
- The PCA will contact you within 3 working days.
- The PCA will investigate your complaint and respond to you, in writing, within 15 working days.
- If you are not satisfied with our attempts to resolve your complaint, you may request an Administrative Review, in writing, by sending your request to the Director of Quality and Risk Management at 800 S. 3rd Street, Montrose, CO 81401. You will then be contacted, in writing, within 10 working days of the receipt of the request.
- If you are not satisfied with the results of the Administrative Review, you have the right to submit your concerns to the Colorado Department of Public Health & Environment (CDPHE) or The Joint Commission (TJC). Their respective contact information is provided below.

CDPHE, HFEMSD-CI

Attn: Hospital Complaint Intake
4300 Cherry Creek Drive South
Denver, CO 80246-1530
Phone: (303) 692-2827
Toll Free: (800) 886-7689 extension 2827

TJC

Attn: Office of Quality and Patient Safety
One Renaissance Boulevard