

Patient Complaints/Grievances

Heart of the Rockies Regional Medical Center (HRRMC) has adopted a patient complaint/grievance procedure providing for prompt and equitable resolution of complaints.

Our Risk Management Department has been designated to coordinate the grievance process of HRRMC and its outlying clinic facilities.

A complaint may be submitted in writing or by calling (719) 530-8202. Please provide the following information: Name, address and phone number of the person filing the complaint, name of patient, date and details of complaint.

The complaint may be submitted to the main reception desk at HRRMC or mailed to:

**Grievance Officer
P.O. Box 429
Salida, CO 81201**

A full investigation by appropriate staff will be conducted in a timely manner, with feedback provided to the person filing the complaint (as outlined in ADM-1025 Patient Complaint/Grievance Policy and Procedure).



A patient grievance can be filed with the hospital and/or a patient may pursue other remedies that may include filing the complaint with one of the following agencies:

Health Facilities Division of Colorado Department of Health and Environment (CDPHE)
4300 Cherry Creek South Denver, CO 80222-1530 (303) 692-2000 or (800) 886-7689 if out of state

**Quality Improvement Organization (QIO)
ACENTRA HEALTH**
5201 West Kennedy Blvd.
Suite 900
Tampa, FL 33609
(888) 317-0891 (Toll-free)
(855) 843-4776 (TTY)
Fax: (833) 868-4062
or call Medicare Beneficiary Helpline
at (800) 727-7086

Patients may also file a nurse-related complaint with the Department of Regulatory Agencies (DORA)
1560 Broadway, Suite 110
Denver, CO 80202
(800) 866-7675 or (303) 894-7855
Toll-free fax (303) 894-7885

Physician complaints can be filed with the Colorado State Board of Medical Examiners (303) 894-2430.

Any patient who believes he or she has been discriminated against based on a disability under Section 504 of the Rehabilitation Act of 1973, may contact HRRMC's Section 504 Coordinator Compliance Officer at (719) 530-2351, or the hotline (719) 530-2245.

A written complaint related to Section 504 may be filed with the:

**Office for Civil Rights (OCR)
Department of Health and Human Services**
999 18th Street, South Terrace, Suite 417
Denver, CO 80202
(303) 844-2024, TDD (303) 844-3439, FAX (303) 844-2025
Hotlines: (800) 368-1019 voice, TDD (800) 537-7697