


Name of Policy: Consumer Complaint Policy Number: 3364-135-023 Approving Officer: Assistant Professor & Deputy Clinical Service Chief, Director, Radiology Responsible Agent: Assistant Professor & Deputy Clinical Service Chief, Director, Radiology Scope: University of Toledo Medical Center Radiology		 Effective date: 04/10/2025 Original effective date: 03/23/2000	
Key words: Complaint, protocol, Mammography, Resolution, Incident Report			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(A) Policy statement

Radiology will follow the Hospital Complaint Management policy 3364-100-60-1 and will further define complaint protocol specific to mammography.

(B) Purpose of policy

In order to better address the needs of our patients, resolve consumer complaint and comply with Mammography Quality Standard Act (MQSA). Maintain a three-year on-going record.

(C) Scope

1. The University of Toledo Medical Center Mammography program will have a sign posted in each Mammography Suite stating how a consumer can file a complaint.
2. All serious complaints will be logged on a Mammography Problem and Resolution Sheet for (MQSA), maintain Mammography Quality Standard Act ed for three years or if warrants, an incident report will be sent to Risk Management.
3. The serious complaint will be addressed to its resolution or if unable to resolve, the Administrative Director will be contacted.
4. The serious complaint will also be reported to the American College of Radiology (ACR) by the Administrative Director of Radiology.
5. If complaint is still not resolved, the patient may write or call the American College of Radiology (ACR) in Reston, Virginia at 1-800-227-6440.

<p>Approved by:</p> <p>_____ /s/ Nathan Egbert, MD Assistant Professor & Deputy Clinical Service Chief</p> <p>4/10/2025</p> <p>_____ Date</p> <p>_____ /s/ Ryan Landis, BSRT (R)(CT) Director, Radiology</p> <p>3/24/2025</p> <p>_____ Date</p> <p><i>Review/Revision Completed by:</i> Ryan Landis, BSRT (R)(CT)</p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>None</i> <p>Initial effective date: 03/23/2000</p> <p>Review/Revision Date: 6/2/2004 3/28/2007 5/1/2011 5/6/2014 5/1/2017 5/1/2020 6/1/2022 4/10/2025</p> <p>Next review date: 4/10/2028</p>
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