Name of Policy: Consumer Complaint
Policy Number: 3364-135-023
Department: Radiology
Approving Officer: Chief Executive Officer - UTMC
Responsible Agent: Interim Chairman & Professor, Radiology
Scope: Radiology

HEALTH
THE UNIVERSITY OF TOLEDO
Effective Date: 5/6/2017
Initial Effective Date: 3/23/2000

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

Purpose of Policy
In order to better address the needs of our patients, resolve consumer complaint and comply with MQSA. Maintain a three-year on-going record.

Procedure
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, maintained 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. If the complaint is still not resolved, the patient may write or call the American College of Radiology in Reston, Virginia at 1-800-227-6440.

Approved by:

Haitham Elsamaloty, MD
Interim Chairman & Professor, Radiology

Daniel Barbee, RN, BSN, MBA
Chief Executive Officer - UTMC

Review/Revision Date:
6/2/2004
5/1/2011
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5/1/2017

Next Review Date: 5/1/2020

Policies Superseded by This Policy: C-013