

## **Public Notice**

### **REPORTING PATIENT CONCERNS**

Please let your provider or nurse know if you have any safety concerns while you are at Mt. Edgecumbe Hospital or a SEARHC clinic. To provide you with the best quality health care, we need to hear your concerns and ideas on how we may better serve you.

If you would like to further communicate a concern about patient care or patient safety, complete a customer feedback card or write or call us about your concern. If your concern is about care at a SEARHC facility, you may talk with the patient advocate at 907-966-8860 or call and leave a message for the Performance Improvement Manager for Community Health Services (1-907-966-8803), or send an email to [valh@searhc.org](mailto:valh@searhc.org) Your concern will be shared with the department manager(s) of the areas involved and the manager(s) will evaluate and follow-up.

Don't hesitate to tell us how we can improve patient care and safety. In addition to review of customer feedback card responses and other patient comments by the hospital and clinic administration and department managers, a summary of responses is also provided to the SEARHC Accreditation Governing Body.

If you feel that your concern about patient safety has not been adequately addressed by the hospital or clinic, you may also contact the organization which accredits these facilities, The Joint Commission.

You may write to:

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: 630-792-5888  
Fax: 630-792-5636

Or email The Joint Commission: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

The Joint Commission will notify us about your patient safety concern and we will respond to The Joint Commission on the concern.