

**Billing issue or Question?**  
Please call patient financial services:  
**970.384.6890** or email [vvhcs@vvh.org](mailto:vvhcs@vvh.org)

**Concerns Related to Quality of Care**

You or your representative may submit a concern/complaint/grievance

When can a concern be submitted?  
24 hours a day, 7 days a week, 365 days a year

How Do I submit a concern?  
**Use the Patient Grievance Hotline**  
Call to leave a Voicemail: (1-970-384-8156)  
Email us: ([grievances@VVH.org](mailto:grievances@VVH.org)),

Mail a Letter  
Valley View  
Attn: Risk Management, Patient Advocate  
1906 Blake Ave  
Glenwood Springs, CO 81601

Are you still an inpatient at Valley View?  
We encourage all patients/families to try to resolve concerns at the time of service by using Valley View Hospital Association's (Valley View) resources. For instance, you can request to speak to the department manager, house supervisor, and/or the patient advocate. Valley View will make every effort to resolve your concern.

What information do I provide about my concern?  
Name, contact number, address, preferred means of communication (phone, email, letter) and a detailed description of the issue or problem. The date the problem occurred, names of staff involved, location or department involved and what you expect to be the outcome.

What to Expect from Valley View  
Once you have submitted a concern to us you will receive a telephone call, an email and/or a written confirmation letter (certified mail) within 3 working days confirming your grievance was received and providing contact information on the person that will be investigating your concerns.

Once all necessary information is received, it may take up to 15 working days to provide a resolution to your concern. If resolution of your complaint will take longer than 15 working days, you will be notified by phone or in writing that more time is needed to complete the investigation.

What if I need an Interpreter?  
We will provide an interpreter free of cost so that you can communicate with us about your care and concerns. If we do not immediately recognize the need for an interpreter, please stop us and ask for an interpreter. We will provide information to you in a manner and form that is easy to understand. This will

include providing an interpreter to you and your family so that communication takes place in your language of comfort.

Valley View will also use alternative communication techniques or aides if you experience hearing or visually impairment. Valley View will take steps, as needed, to effectively communicate with you. If you feel we are not communicating with you in a way you can understand, please stop us and we can work together to make sure we communicate with you in a way you do understand.

#### What if I am not satisfied with Valley Views Resolution?

If you are not satisfied with Valley View's resolution of your concern, you may send a letter to Valley View's Compliance & Risk Management Department and request an Administrative Review. We must receive your request for an Administrative review, along with any additional information (not included in the initial review) within 30 days of receiving your resolution letter. If we do not receive your request within the 30 days, your grievance will be considered resolved.

#### Where do I send my Request for an Administrative Review?

Valley View  
Attn: Compliance & Risk Management Department  
1906 Blake Ave  
Glenwood Springs, CO 81601

#### How long does an Administrative Review take?

- 10 business days from the time your request is received
- We may call you and ask for an extension. An extension helps us consider all the facts and thoroughly investigate. We will let you know if we need more than 10 business days to respond to your concern.

#### What if I am not satisfied with the Determination of the Administrative Review?

You may report your concerns to:

##### **Colorado Department of Public Health and Environment (CDPHE)**

Health Facilities Division

4300 E Cherry Creek Drive South Denver, Colorado 80246-1530

303-692-2827

[www.cdphe.state.co.us](http://www.cdphe.state.co.us)

##### **The Joint Commission**

Office of Quality Monitoring One Renaissance Blvd. Oakbrook Terrace,

IL 60181 800-994-6610

[www.jointcommission.org](http://www.jointcommission.org)

*For quality of care issues about the care provided by license/certified professionals*

**Colorado Department of Regulatory Agencies (DORA)**

1560 Broadway, Suite 1550

Denver, CO 80202

303-894-7855 or 800-886-7675

[www.dora.state.co.us](http://www.dora.state.co.us)

*For Medicare patients with concerns about being discharged from the hospital too soon or quality of care:*

**KEPRO the Medicare Quality Improvement**

Medicare Quality Improvement Organization

5700 Lombardo Center Dr., Suite 100

Seven Hills, OH 44131

888-317-0891

[www.keproqio.com](http://www.keproqio.com)

*For concerns regarding behavioral health or substance abuse care:*

**Colorado Office of Behavioral Health**-303-866-7400, or

**Patient Advocacy for Individuals with Mental Illness**- 303-722-0300