

Patient Care & Treatment Complaints and Grievance Process

If you have **Billing issues or questions**, please call **970.384.6890** or email vvhcs@vvh.org.

Patients should try to resolve concerns by using Valley View Hospital Association's (Valley View) resources at the time of service. Every effort will be made to provide information in a manner and form that can be understood by the patient or family. This will include interpretation of the grievance process and other information into the language of a Limited English Proficient patient, use of alternative communication techniques or aides for those who are hearing or visually impaired, or taking steps as needed to effectively communicate with the patient.

You or your representative may submit a concern or complaint, verbally or email, to the Valley View Patient Advocate through Valley View's **Patient Grievance Hotline (1-970-384-8156) and Patient Grievance Email (Grievances@VVH.org)** are available 24 hours per day, 7 days per week.

When contacting the Patient Grievance Hotline or Email, please leave your name, contact number, address, and a detailed description of the issue or problem. Also include the following information if you can: date the problem occurred, names of staff involved, location or department involved and your expected outcome. You will receive a telephone call and/or a written confirmation letter will be mailed within 3 working days confirming your grievance was received and providing contact information on the person that will be investigating your concerns.

You may also contact the Patient Advocate in writing at:

Compliance Department
1906 Blake Avenue
Glenwood Springs, CO 81601

Once all necessary information is received, it may take up to 15 working days to provide a resolution to your complaint. 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.

If you are not satisfied with Valley View's resolution of your grievance, you may send a letter to Valley View's Chief Compliance Officer for an Administrative Review. Please send your request for an Administrative review, along with any additional information not included in the initial review within 30 day to the above address. The Chief Compliance Officer or another Administrative Officer will provide a response within 10 working days.

If you are not satisfied with the resolution of your complaint, you may contact the following outside organizations at any time:

For concerns over care for safety that are not resolved by the hospital to the patient's satisfaction:

Colorado Department of Public Health and Environment

HFEMSD-A2
Attention: Hospital Complaint Intake
4300 Cherry Creek Drive South
Denver, Colorado 80246-1530
303-692-2827
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

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

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

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

KEPRO the Medicare Quality Improvement Organization – 844-430-9504

Español (Spanish) ATENCIÓN : si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-970-945-6535.

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-970-945-6535.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-970-945-6535.