Condition of Participation:
Patients' Rights from the Centers for Medicare and Medicaid Services

The Charlotte Hungerford Hospital is committed to providing all patients with the opportunity to express dissatisfaction in accordance with §482.13(a)(2) as stated in the Conditions of Participation under Patients' Rights from the Centers for Medicare and Medicaid Services. The law and regulations may be examined through the Patient Relations Department, 540 Litchfield St. Litchfield, CT 06790, who has been designated to coordinate the efforts of The Charlotte Hungerford Hospital to comply with the regulations.

1. A patient complaint is a formal or informal written or verbal complaint that is made to the hospital by a patient, or the patient's representative that may be resolved promptly by staff present.

2. A patient grievance is a formal or informal written or verbal complaint that is made to the hospital by a patient, or the patient's representative that has been referred to the Patient Relations department and the patient remains dissatisfied with the resolution or response from the hospital.

3. The Patient Grievance Committee will review a patient grievance. The Patient Grievance Committee is comprised of: A member of nursing leadership, the Director of Patient Relations, physicians, the Risk Manager and other consultants as necessary not directly involved in the care of the patient.

4. The Director of Patient Relations will issue and immediate acknowledgement to the patient grievance. The Director of Patient Relations will issue a written response to the patient grievance within 7 to 30 working days.

5. The patient, or the patient's representative, has the right to file a complaint with the State of Connecticut, Department of Public Health, 410 Capitol Avenue, Hartford, CT 06134. Telephone number: 1-800-842-0038 or TTY: 1-860-509-7191 at ANY time.

6. The patient, or the patient's representative, has the right to file a complaint with the Joint Commission on Accreditation of Healthcare Organizations by going to their website: www.jcaho.org; through e-mail: complaint@jcaho.org; by writing to: Office of Quality Monitoring, Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 or by calling 1-800-994-6610.