



Comprehensive Bleeding Disorders Center

Patient Grievance Procedure

Although we believe that a strong partnership between the consumer / patient and the health care provider is the best way to resolve differences, we recognize the need for a grievance procedure. We also recognize and support the consumer's right to name an advocate in any discussion including, but not limited to, grievances. The Patient Grievance Procedure utilized by the Comprehensive Bleeding Disorders Center (CBDC) is in accordance with the Consumer Bill of Rights and Responsibilities, published by the National Hemophilia Foundation, as well as the policies of your preferred hospital.

If a patient or family member calls with a complaint that involves a staff health care professional or a direct health care issue, the complaint will be routed directly to the Medical Director of CBDC for resolution.

In the absence of the Medical Director of CBDC, the complaint involving direct health care issues will be routed directly to the Executive Director of CBDC for resolution.

If a patient or family member calls with a complaint regarding issues other than direct health care, the complaint will be routed directly to the Executive Director of CBDC for resolution.

In the absence of the Executive Director of CBDC, the complaint regarding issues other than direct health care will be routed to the Medical Director of CBDC.

Any grievance unresolved via the above channels will be referred to the CBDC Board of Directors.

Any grievance directly involving your preferred hospital will be initially referred to the Medical Director of CBDC. They will be further referred to the Patient Relations Department at that hospital and handled in accordance with the hospital's grievance procedures.