



## Patient Complaint & Grievance Process

At McLaren Macomb, we are committed to providing compassionate care and excellent service. It is our goal to ensure the best possible experience for each patient we treat. If our service does not meet your expectations, we want to know about it, as we are continuously seeking opportunities to enhance the service we provide.

### Voice Your Concerns

Any patient, or anyone speaking on the patient's behalf, is encouraged to share concerns or complaints regarding care or services provided with any member of our team. All team members are empowered to initiate a swift resolution to virtually any issue that may arise, so complaints or concerns should be raised with those providing your direct care as issues occur. Patients are also free to call our Office Manager, at (586) 493-3610. The Office Manager can provide additional assistance in immediately resolving patient concerns. Every effort will be made to resolve issues as quickly as possible.

In cases in which immediate resolution is not possible, patients will receive a follow-up letter within seven (7) days, outlining the resolution and/or status of the complaint. Additional correspondence will be forwarded as necessary to keep the patient apprised of the process until the complaint has been resolved. If the patient does not find the resolution to be satisfactory, a request for a formal grievance may be placed by contacting the Office Manager, at (586) 493-3610.

Patients are also advised that if they have concerns about quality of care, coverage, or premature discharge, they may contact:

Livanta LLC  
BFCC-QIO Program  
10820 Guilford Road, Suite 202  
Annapolis Junction, MD 20701-1105  
Phone: 1-888-524-9900  
TTY: 1-888-985-8775

Patients may also express concerns and complaints to:

Department of Consumer & Industry Services  
Bureau of Health Systems – Complaint Intake  
P. O. Box 30664  
Lansing, MI 48909  
1-800-882-6006

Patient safety concerns can be reported to The Joint Commission:

- At [www.jointcommission.org](http://www.jointcommission.org), using the "Report a Patient Safety Event" link in the Action Center on the home page of the website;
- By fax to 630-792-5636;
- By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

The team at McLaren-Macomb is dedicated to exceeding your expectations. If we fail to do so, we look forward to your feedback and the opportunity to demonstrate our commitment to service excellence, quality care and a healthier community.