

UCS HEALTHCARE OFFICIAL NOTICE OF GRIEVANCE

- UCS Healthcare defines a Grievance as a perceived violation of a Patient's Rights.
- UCS Healthcare defines a Complaint as dissatisfaction with anything else in your UCS Healthcare experience.
- Please use this form for Grievances. Complaints may be submitted in Suggestion Boxes at each location.
- If you are interested in providing ongoing feedback to continually improve the patient experience, please join our Patient Advisory Group. Visit our website to learn more and apply.

Print First and Last Name

Date of Birth

Please identify the specific Patient Rights (see back side) you believe have been violated and relevant details.

Signature

Date

Please include a mailing or email address where you would like to receive a response letter.

Phone

Mailing or Email

OFFICE USE Received By/Date

Patient Rights

1. You have the right to be at the center of our treatment model and to manage your long-term recovery process.
2. You have the right to an individualized path to health and recovery. The team at UCS Healthcare will help you find the path that works best for you based on evidence based information about treatment and alternatives, medications and treatment modalities UCS Healthcare provides care in the least restrictive environment available.
3. You have the right to provide UCS Healthcare with feedback regarding your care and expect the team to be responsive to your feedback.
4. You have the right to be informed in person and in writing about the rules and regulations associated with your involvement with UCS Healthcare.
5. You have the right to be treated fairly regardless of your race, gender, gender expression, gender identity, age, sexual orientation, ability to pay or other demographic information.
6. You have the right to be treated with dignity, respect and freedom from abuse, humiliation or neglect and you have the right to be protected from the behavioral disruptions of other patients.
7. If you are not treated professionally, you have the right to file a complaint/grievance without fear of retaliation. You have the right to receive a decision in writing and the right to appeal to unbiased sources.
8. You have the right to decide to share your personal information with us and to sign a release if you want us to share it with anyone else. We will not share information about you without your written permission, unless you are at risk of harming yourself or someone else.
9. You have the right to review your file or have a copy of your records at your request. You have the right to discuss the information contained in your file with your treatment staff member, or a program supervisor at any time.
10. You have the right to be aware of how much treatment services will cost and the different ways you can make a payment. If you are denied services, you have the right to know why and to make a complaint or file a grievance if you believe the decision is unfair.
11. You have the right to be free from financial or other exploitation.
12. You have the right to have access or referral to legal entities for appropriate representation, self-help support services and advocacy support services.
13. You have the right to adherence to research guidelines and ethics if applicable.
14. You have the right to investigation and resolution of alleged infringement of rights
15. You have the right to other applicable legal rights.