

COMPLAINT AND GREVIANCE RESOLUTION FORM

Reporting Date: 03 / 03 / 2014

Date of Complaint: 03 / 03 / ~ Phone # / /

Reporting Party Name: [REDACTED]

Patient/Agency Name: [REDACTED]

Department of Complaint:

Field _____ Dispatch ☒ Billing _____ Unit 102A Mech _____ Personnel _____

Departments Supervisor: M. Batty

Describe Alleged Complaint:

:Pick up from Kaiser Ontario to Magnolia Rehab. Riverside. Time scheduled was 19:30

[REDACTED] called very upset @ 19:35 stating that we were supposed to be there one hour ago. He stated that that is what the nurse had told him. He became even more upset that we were running 45 minutes passed what we had been scheduled for. I apologised and told him I would have a manager call him tomorrow. We arrived at 20:15

Describe Resolution to Alleged Complaint:

[REDACTED] was contacted by Operations manager.

It was found that the case manager had given us the wrong time it was further explained that we had been held up on the previous call which delayed this patients pick up time. It was reiterated to the dispatchers that calls should be placed with the nurses station 10 minutes prior to pick up time.

A dicount was issued on the total amount

Review By: Rosemary Dudevoir

Date: 03 / / 2014

COMPLAINT AND GREIVANCE RESOLUTION FORM

Reporting Date: 7/20/14

Date of Complaint: 7/30/14 Phone # / /

Reporting Party Name: [REDACTED]

Patient/Agency Name: SAME AS ABOVE
[REDACTED]

Department of Complaint:

Field ☒ Dispatch ☐ Billing ☐ Unit 305 Mech ☐ Personnel ☐

Departments Supervisor: GARFIELD PENNIX

Describe Alleged Complaint:

Caller states B belonging did not arrive with the patient
to facility. Called unit to check belonging. Then notify
Supervisor.

Describe Resolution to Alleged Complaint:

Patient belongings did arrive at facility
and were signed by CNA receiving

Review By: [Signature]

Date: 8/1/14

COMPLAINT AND GREVIANCE RESOLUTION FORM

Reporting Date: 1/26/2015

Date of Complaint: 1/26/2015 Phone # / /

Reporting Party Name: _____

Patient/Agency Name: _____

Department of Compliant:

Field ✓ Dispatch ✓ Billing _____ Unit _____ Mech _____ Personnel _____

Departments Supervisor: G. Pennix M. Batty

Describe Alleged Complaint:

from [REDACTED] called and said pt wife very upset that driver arrived late, then proceeded to stay in van before entering facility. Wife actually had to go to van to get driver moving. Also on return had to wait at hospital due to DR office closed.

Describe Resolution to Alleged Complaint:

SPoke w/ DRIVER HE STATED HE BEGAN PAPERWORK UPON ARRIVAL HE FELT HE WAS IN THE UNIT FOR ONLY A COUPLE OF MINS DRIVER HAD BEEN SPLIT FROM A CONVEY TEAM TO A DCUANTO ACCOMMODATE THIS CALL. MODE OF TRANSPORT WAS CHANGED SAME DAY @ 1043 EVERY EFFORT MADE TO WORK w/ FACILITY & PT WISHED PT RETURN WAS DONE WITHIN PROMISED SOP OF AN HOUR OR LESS RESPONSE TIME AN OFF DUTY EMPLOYEE WAS BROUGHT IN JUST TO HANDLE THIS PT'S RETURN DUE TO LATE PLU TIME. MARKETING TO FOLLOW UP w/ FACILITY

Review By: 12/1/11
COMM MANAGER

Date: 1 / 27 / 2015

COMPLAINT AND GREIVANCE RESOLUTION FORM

Reporting Date: 4/29/2015

Date of Complaint: 4/29/2015 Phone # 951/276/2760

Reporting Party Name: [REDACTED]

Patient/Agency Name: [REDACTED]

Department of Compliant:

Field ☒ Dispatch ☐ Billing ☐ Unit ☐ Mech ☐ Personnel ☐

Departments Supervisor: GARFIELD PENNIX

Describe Alleged Complaint:

REPORTING PARTY WAS UPSET STATING "PT WAS LEFT IN
THE LOBBY". "PT HAD TO WHEEL THEMSELF TO THE DR OFFICE".
[REDACTED] DID NOT WITNESS THIS INCIDENT SHE WAS MADE
AWARE BY THE PT EXITING THE DR OFFICE AS PT WAS ENTERING
THE OFFICE TIME WAS 1447

Describe Resolution to Alleged Complaint:

CREW MEMBER WAS CONTACTED IT WAS BY PT REQUEST TO BE
LEFT IN THE LOBBY DRIVER UNSURE OF PT'S INTENT FOR
REQUEST IT IS PROMISEL'S SOP TO DELIVER PT TO THE ACTUAL
DR OFFICE BUT DUE TO PT REQUEST, DRIVER ENSURED PT WAS
LEFT IN A SAFE LOCATION @ PROPER ADDRESS AND MADE EVERY
EFFORT TO PROVIDE A SAFE TRANSPORT WITH PT WANTS IN MIND

Review By: [Signature]
COMM MANAGER

Date: 4/29/2015

