


Name of Policy:	<u>Consumer Complaint</u>	 Effective Date: 6/1/2022 Initial Effective Date: 3/23/2000
Policy Number:	3364-135-023	
Department:	Radiology	
Approving Officer:	Chief Operating Officer - UTMC	
Responsible Agent:	Chairman & Professor, Radiology	
Scope:	Radiology	
<input type="checkbox"/> New policy proposal <input checked="" type="checkbox"/> Minor/technical revision of existing policy		
<input type="checkbox"/> Major revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy		

(A) Policy Statement

Radiology will follow the Hospital Complaint Management policy 3364-100-60-1 and will further define a complaint protocol specific to mammography.

(B) Purpose of Policy

In order to better address the needs of our patients, resolve consumer complaint and comply with MQSA. Maintain a three-year on-going record.

(C) Procedure

1. The University of Toledo Medical Center Mammography program will have a sign posted in each Mammography Suite stating how a consumer can file a complaint.
2. All serious complaints will be logged on a Mammography Problem and Resolution Sheet for MQSA, maintained for three years or if warrants, an incident report will be sent to Risk Management.
3. The serious complaint will be addressed to its resolution or if unable to resolve, the Administrative Director will be contacted.
4. The serious complaint will also be reported to the American College of Radiology (ACR) by the Administrative Director of Radiology.
5. If complaint is still not resolved, the patient may write or call the American College of Radiology (ACR) in Reston, Virginia at 1-800-227-6440.

Approved by:		Review/Revision Date:
<u>/s/</u>	<u>06/10/2022</u>	6/2/2004
Haitham Elsamaloty, MD	Date	3/28/2007
Chairman & Professor, Radiology		5/1/2011
		5/6/2014
<u>/s/</u>	<u>06/14/2022</u>	5/1/2017
Christine Stesney-Ridenour, FACHE	Date	5/1/2020
Chief Operating Officer - UTMC		6/1/2022
<i>Review/Revision Completed By:</i> Haitham Elsamaloty, MD		
		Next Review Date: 6/1/2025
Policies Superseded by This Policy: C-013		