

	The Johns Hopkins Health System	<i>Policy Number</i>	CUS001
	PFS Policies & Procedures	<i>Effective Date</i>	06-30-01
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	Processing Patient Complaints	<i>Revised</i>	3/1/08

POLICY

This policy applies to The Johns Hopkins Health System Corporation (JHHS) and the following affiliated entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center (JHBMC), and Howard County General Hospital (HCGH).

PURPOSE

This policy will provide immediate response to take the appropriate action for resolution of the complaint from the patient.

RESPONSIBILITIES

Patient Financial Services Representative

Manage the complaint resolution process to assure the timely resolution of patient/family concerns by a patient Financial Services Representative.

PROCEDURES

- a. Receive patient issue/complaint from patient/family directly or through referral and identify if the complaint will reveal protected health information (PHI). If the complaint reveals PHI, and a HIPAA authorization form is not on file, obtain a HIPAA authorization form signed by the patient or the patient's legally authorized representative before processing the complaint.
 - All PFS staff follow HIPAA verification procedures when determining if the individual on the telephone is a member, parent of a minor child member, or personal representative of the member (See Policy No. CUS005 HIPAA: Verifying Identification).
- b. Complaint recorded on Administrative Complaint Log. (If it is determined that the complaint is a physician billing issue, provide patient with phone number and/or address).
- c. Review patient account to determine the appropriate action necessary to resolve issue.
- d. Contact the appropriate department via red letter Email to request that they investigate and respond to what action is necessary to resolve the issue within the JHHS corporate standard of 3-5 business days.
- e. Document patient account with receipt of complaint and the action taken.
- f. Forward any complaints concerning legal issues to PFS attorney for review and resolution with Risk Management.

