

COMPLAINTS AND GRIEVANCES

Pagosa Springs Medical Center respects your rights as a patient. You have the right to voice a complaint with any facility employee regarding the quality of care and services you receive.

If your concerns are not resolved to your satisfaction please contact Teresa Bryan, Quality Manager.

Options for Reporting a Complaint

Notify PSMC in writing via a letter, email or completion of the Patient Complaint/Grievance Form or contact:

Pagosa Springs Medical Center
Attention: Quality Manager
95 South Pagosa Blvd
Pagosa Springs, CO 81147
970-507-3824

Email: Quality@PSmedicalcenter.org

You or your representative may file a grievance with the following organizations directly:

Hospital Services:

Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80222
(303) 692-2827 or (800)-886-7689 ext. 2827, Fax: (303)-753-6214
CDPHE.hfdintake@state.co.us

Medicare and Medicaid Services:

KEPRO
57 Lombardo Center Drive
Seven Hills, OH 44131
(844) 430-9504, Fax (844) 878-7921
<https://www.medicare.gov/claims-and-appeals/file-a-complaint/doctor-hospital-or-provider/complaints-about-providers.html>

Clinical Services:

Colorado Department of Regulatory Agencies
1560 Broadway, Suite 110
Denver, CO 80202
(303)-894-7855 or (800)-886-7675
Fax (303)-894-7885

Mammography Services

Director of Breast Imaging Accreditation Programs
American College of Radiology
Mammography Accreditation Program
1891 Preston White Drive
Reston, VA 20191-4397

If you feel you have been discriminated against in the provision of health care services:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
(800) 368-1019 or (800) 537-7697 (TDD)

RECLAMACIONES Y QUEJAS

Pagosa Springs Medical Center respeta sus derechos como paciente. Cuenta usted con el derecho de quejarse ante cualquiera de nuestros empleados con reclamaciones relacionadas con la calidad del cuidado y servicios recibidos en nuestro hospital.

Si no se resuelven sus quejas a su entera satisfacción, pedimos que se comunique con el gerente de calidad, Teresa Bryan.

Opciones para reportar una queja

Notificar a PSMC por escrito, mediante carta, correo electrónico o llenando el formulario de reclamación del paciente/formulario de quejas o puede comunicarse con:

Pagosa Springs Medical Center
Attention: Quality Manager
95 South Pagosa Blvd
Pagosa Springs, CO 81147
970-507-3824

Correo Electrónico: Quality@PSmedicalcenter.org

Tanto usted como su representante pueden someter una queja directamente ante las siguientes organizaciones:

Servicios Médicos:

Departamento de Agencias Regulatorias de Colorado
Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80222
(303) 692-2827 o (800)-886-7689 ext. 2827, Fax: (303)-753-6214
Cdphe.hfdintake@state.co.us

Servicios de Medicare y Medicaid:

KEPRO
57 Lombardo Center Drive
Seven Hills, OH 44131
(844) 430-9504, Fax (844) 878-7921
<https://www.medicare.gov/claims-and-appeals/file-a-complaint/doctor-hospital-or-provider/complaints-about-providers.html>

Servicios Clínicos

Departamento de Agencias Regulatorias de Colorado
Colorado Department of Regulatory Agencies
1560 Broadway, Suite 110
Denver, CO 80202
(303)-894-7855 o (800)-886-7675
Fax (303)-894-7885

Servicios de Mamografía

Director de los Programas de Acreditación de Imágenes del Seno
Colegio Americano de Radiología
Programa de Acreditación para Mamografías
Director of Breast Imaging Accreditation Programs
American College of Radiology
Mammography Accreditation Program
1891 Preston White Drive
Reston, VA 20191-4397

Si siente que ha sido discriminado cuando le prestaron los servicios de cuidado médico:

Departamento de Salud y Servicios Humanos de los Estados Unidos
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
(800) 368-1019 o (800) 537-7697 (TDD)