

# ONslow MEMORIAL HOSPITAL QUALITY OF CARE INFORMATION

- ❖ To ensure quality of care for everyone, OMH has a policy to resolve patient care concerns.
- ❖ Patients/representatives may relay their concerns/comments to any staff member verbally or in writing, whether an inpatient or outpatient.
- ❖ Staff members are educated on contacting the appropriate personnel to assist with resolving a concern.
- ❖ Concerns/comments that cannot be resolved on the spot will be resolved within a seven to thirty day time period.
- ❖ Patients will be provided written follow up when indicated, to include the investigative process, results of the investigation, date of completion, and a hospital contact person.
- ❖ Medicare beneficiaries may appeal the discharge as noted on “The Important Message from Medicare” form.
- ❖ Please be aware that a patient’s status (inpatient or outpatient) is subject to change while in the hospital. The patient/guardian will be made aware of the change, if it occurs.