

What to do if your patient has concerns, complaints, or requests for care information

The **clinical care team** should be the first to attempt direct service recovery and/or to address concerns directly with the patient or family.

If you are unable to resolve:

Inform your **Unit Leader/Manager** of the issue so he/she can engage directly with patient/family.

If Unit Leader/manager is not available OR is unable to resolve:

Call **Patient Services 704-384-9360**

Monday - Friday 8:30am - 5pm with the following information:

1. Patient name
2. DOB
3. Room number
4. Names of family members involved (if applicable)
5. Brief description of issue

Email **Patient Partnership-GCM_BMC**

distribution list 24/7 for response the next business day with the following information:

1. Patient name
2. DOB
3. Room number
4. Names of family members involved (if applicable)
5. Brief description of issue

**Weeknights after 5pm,
weekends, or holidays:**

Inform the **House supervisor** of the issue so he/she can attempt service recovery and/or address concerns.

The house supervisor team hands off to Patient Partnership by entering concern into RL database and/or emails Patient Partnership-GCM_BMC distribution list to inform team of the issues and measures taken.