

UCS Healthcare Official Notice of Grievance

- UCS Healthcare defines Grievance as a perceived violation of Patient Rights.
- UCS Healthcare defines Complaint as a dissatisfaction with anything else in your UCS Healthcare experience.
- Please use this form for Grievances only. You will receive a response within 10 business days.
- If you have a Complaint, please complete the suggestion card and leave it in the Suggestion Box, located at each location. Suggestions are collected and reviewed weekly. If you leave your name and contact information, you will be contacted within 3-5 business days.
- If you are interested in providing ongoing feedback to continually improve the patient experience, please consider joining our Patient Advisory Group. Visit our website to learn more and apply.

Print First and Last Name

Date of Birth

Please identify the specific Patient Rights (*see back side*) you believe have been violated and relevant details:

Signature

Date

Please include a mailing or email address to receive a response to your grievance:

Phone

Mailing or Email Address

Should you have any questions after filling out this form, please contact ComplianceOfficer@ucsdsm.org

FOR OFFICE USE ONLY – Received By/Date:



UCS
healthcare

your partner in total health

ucsinformation@ucsdsm.org



515-280-3860

Patient Rights

1. You have the right to be at the center of our treatment model and to manage your long-term recovery process. Persons served have the right to make informed decisions regarding their care. This includes the right to informed consent, refusal or expression of choice and the ability to withdraw consent at any time. These rights apply to all aspects of service delivery, selection and composition of the service delivery team and involvement in research activities, when applicable.
2. You have the right to an individualized path to health and recovery. The team at UCS Healthcare will help you find the path that works best for you based on evidence-based information about treatment and alternatives, medications, and treatment modalities. UCS Healthcare provides care in the least restrictive environment available.
3. You have the right to provide UCS Healthcare with feedback regarding your care and expect the team to be responsive to your feedback.
4. You have the right to be informed in person and in writing about the rules and regulations associated with your involvement with UCS Healthcare.
5. You have the right to be treated fairly regardless of race, gender, gender expression, gender identity, age, sexual orientation, ability to pay, or other demographic information.
6. You have the right to be treated with dignity, respect, and freedom from abuse, humiliation, or neglect, and you have the right to be protected from the behavioral disruptions of other patients.
7. If you are not treated professionally, you have the right to file a complaint/grievance without fear of retaliation. You have the right to receive a decision in writing and the right to appeal to unbiased sources.
8. You have the right to share your personal information with us and to sign a release if you want us to share it with anyone else. We will not share information about you without your written permission unless you are at risk of harming yourself or someone else. You have the right to withdraw your previously given consent at any time.
9. You have the right to review your file or have a copy of your records at your request. You have the right to discuss the information contained in your file with your treatment member, or a program supervisor at any time. You may request your own records through your Provider or send a request to RecordsRequest@ucsdsm.org.
10. You have the right to be aware of how much treatment services will cost and the different ways you can make a payment. If you are denied services, you have the right to know why and to make a complaint or file a grievance if you believe the decision is unfair.
11. You have the right to be free from financial or other exploitation.
12. You have the right to access or be referred to legal entities for appropriate representation, self-help support services, and advocacy support services.
13. You have the right to expect UCS Healthcare to adhere to research guidelines and ethics if applicable.
14. You have the right to an investigation and resolution of alleged infringement of your rights within 14 days.
15. You have the right to other applicable legal rights.

