

FEEDBACK PROCESS - ACCESSIBILITY

POLICY

The Campbellford Memorial Hospital (CMH) is committed to identifying, removing and preventing barriers to people with disabilities. CMH welcomes feedback about the manner in which it provides goods and services to persons with disabilities.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing or by delivering an electronic text (e-mail) by regular mail or otherwise.

The process will indicate what action will be taken once the organization receives feedback.

PROCEDURE

CMH will accept feedback through the Executive Assistant to the CEO office.

Feedback must include:

1. The date, time and reason of the complaint.
2. A specific description of the difficulty or barrier to accessing the good or service.
3. To whom the complaint was referred or other action taken (if applicable).
4. Contact information.
5. A description of the preferred method of communication.

An employee, volunteer, or physicians receiving feedback will complete a Healthcare/Incident Occurrence Reporting Worksheet and forward it to the appropriate manager.

Depending on the feedback follow-up may be coordinated and completed by:

1. The appropriate unit or department manager.
2. The Environment Team

The initial follow-up to all feedback will occur within a reasonable time frame (ideally 48 hours). The person providing feedback will be given an explanation of the actions taken by CMH within a reasonable timeframe (ideally 21 days).

Responses from CMH will be provided in consideration of a person's disability.

Approved: Administration
Date: Mar 2010, August 2013 (rc)