

The Handling of Patient Complaints

Instant Diagnostic Systems supports the philosophy that each employee has a responsibility to respond promptly to patient complaints. Complaints are viewed as opportunities to continually improve the quality of care that we provide to our patients. In addition, IDS will support the right of each patient to share complaints with any governmental or regulatory agency the patient wishes to contact.

Individual staff members may receive and respond to complaints from patients. When a particular complaint is beyond the ability of the individual staff member to resolve immediately, the staff member will direct the complaint to one of the appropriate departmental managers for a response.

Patients will be supported in their right to contact any appropriate regulatory agency by making available to patients the contact addresses and telephone numbers of such agencies.