

OPERATIONS MANUAL

Subject: Patient Comments and Complaints

I. Protocol

The Student Health Service (SHS) values student input in maintaining and improving health care services offered to students.

Patient comments including complaints are solicited and received via the following methods of communication:

1. "For Your Comments" cards (located in the SHS waiting areas)
An assigned staff member will review patient comments via comment cards on a daily basis, and maintain a log of all comments received. They shall route the cards/responses as follows:
 - Individual comments that do not specifically refer to a particular member of the staff will be answered by the assigned staff member via email (if address available) and responses to anonymous comments shall be posted on the notice board by information desk for 1 month
 - Comments, which refer to a specific staff member, will be referred to their immediate supervisor for review and initial response. The Supervisor shall maintain these comments in their files.
 - All Comments responded to by the assigned staff member shall be maintained in the staff member's "Patient Comment File."
 - The staff member will make their file accessible to the SHS Director upon request.
3. Telephone complaints to any staff or student assistant in the SHS
 - These telephone calls are referred to the Director's Office.
 - These communications are logged and resolution is achieved by the Director's Office staff. If the individual requests or a resolution is not achieved, the staff will schedule an appointment for the student with the Director.
4. Oral communication to any staff or student assistants in the SHS
 - These in-person comments are referred to the Director's Office.
 - These communications are logged and resolution is achieved by the Director's Office staff. If the individual requests or a resolution is not achieved, the staff will schedule an appointment for the student with the Director.
5. Letter to any staff or student assistants in the SHS
 - This correspondence shall be forwarded the Director's Office and reviewed by the Director's Office staff.
 - This correspondence will be logged and a resolution is achieved by the Director's Office staff. If the individual requests or a resolution is not achieved, the staff shall forward the correspondence to the SHS Director.
6. E-mail to shsdir@sfsu.edu.
 - These emails are reviewed by the Director's Office staff on a daily basis.
 - These communications are logged and the resolution is achieved by the Director's Office staff. If the individual requests or a resolution is not achieved, the staff shall forward the email to the SHS Director.
 - Email comments and responses are maintained in email folders if not forwarded to the Director for handling.

II. Complaints of a Serious Nature

Complaints of a serious nature are routed to the SHS Director of the SHS. The director will be notified of the complaint as soon as reasonable after it is received. The SHS Director will follow SHS and SFSU policies and procedures including counseling, education, or progressive discipline, if appropriate.