

Office of the Patient Experience 1001 Potrero Avenue, Building 25, H1246 San Francisco, CA 94110 Phone (628) 206-5176 Fax (628) 206-8878

E-mail: dph-patientexperience@sfdph.org

ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL

Office of Patient Experience Grievance Procedure

Zuckerberg San Francisco General Hospital wants to provide you with quality health care in a respectful, compassionate manner. If we did not meet your expectations during your stay or visit, we want to hear about it.

Q: Who can submit a grievance?

A: Any patient/visitor may file or communicate a concern/grievance regarding their treatment. If you are unable to file or communicate a concern/grievance, a family member, spouse, or significant other may file a concern on your behalf.

Q: What happens after submitting a grievance/concern in writing?

A: Below is the concern process:

- 1) Our office will send an acknowledgement/confirmation that we have received your concern.
- 2) We will reach out to the department where the concern occurred.
- 3) The department lead will be reaching out to you via phone to learn more about your experience.
- **4**) The department lead will conduct an investigation of the occurrence and provide you with response of the outcome within 30 business days.

If you have any questions, feel free to contact our office at:

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PATIENT EXPERIENCE STATEMENT

Please submit completed form in person, by mail, fax or email to the Office of Patient Experience.

Today's Date: _____ PART I. PATIENT INFORMATION Patient's First Name: _____ Last Name:_____ Date of Birth: _____ Medical Record #: _____ Address: Street City State Zip Code Okay to leave a message?

Yes

No Telephone: () _____ Name of your usual/primary doctor/ nurse practitioner: ______ Primary Care Clinic/Location: **PART II. STATEMENT** (This form is for Grievances and Compliments) Date of Occurrence: _____ Time of Occurrence: _____ Location(s)/ department(s) involved: SUMMARY OF WHAT HAPPENED: Please include names and/or position of staff involved, if known:



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THANK YOU FOR TAKING THE TIME TO TELL US ABOUT YOUR EXPERIENCE.

All grievances will be investigated and we will provide you with an update within 30 business days.