



Patient Complaints and Policies of Compliance

Steps for resolving patient/family complaints or concerns:

1. RML Specialty Hospital encourages patients or their representatives to raise concerns or issues regarding quality of care and services provided. It is our goal to address each concern in a timely and satisfactory manner.
2. When possible, bring concerns directly to staff. Staff member will attempt to meet the need or correct the problem as quickly as possible.
3. If staff members are not able to resolve the concern to the patient/family member's satisfaction, the patient or family member should speak with the Nurse Manager.
4. If complaints are not resolved or need to be addressed at a higher administrative level, please contact the Patient Ambassador, Manager/Patient Family Relations, or the Administrator-on-Call. These complaints will be reviewed and investigated.
5. Regardless of whether a patient or family member utilized the hospital's internal grievance process, they have the right to file a grievance with the Illinois Department of Public Health or The Joint Commission. To lodge a complaint, telephone or mail concerns to:

Illinois Department of Public Health
Division of Healthcare Facilities and Programs
525 Jefferson Street
Springfield, IL 62761-0001
Phone (800) 252-4343
TTY (800) 547-0466 (for the hearing impaired)

or

The Joint Commission:

- At www.jointcommission.org, use the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
- By fax to (630) 792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.
- If you call the TJC Patient Safety Event phone line at 1-800-994-6610 you will receive automated instructions on how to file a report or concern.



Corporate Compliance Policies

The RML Specialty Hospital Corporate Compliance Plan provides a summary of basic policies adopted by RML Specialty Hospital to meet its commitment to comply with all appropriate laws and regulations. The Corporate Compliance Plan is a guide to maintain our commitment to ethical business conduct. It is a reference to help all RML Specialty Hospital employees make the right choices as questions arise and to stimulate awareness of compliance issues they might encounter at work. It is every employee's obligation to adhere to the Corporate Compliance Plan and to immediately report any suspected violation of the plan pursuant to the reporting provisions of the plan.

Patients, their families and visitors are encouraged to ask questions and report compliance concerns. Questions and concerns regarding compliance issues may be addressed directly with the Compliance Officer at (630) 286-4458. In order to provide every alternative possible in which to raise concerns, RML Specialty Hospital has a Corporate Compliance Help Line at (630) 286-4128. The Compliance Officer operates the Help Line, and each call will be investigated and treated confidentially. The identity of such a person may be made known to the extent required by law. The Help Line is available 24-hours a day, seven days a week. Weekend Help Line calls will be addressed on Monday morning.