

4680.1000 PATIENT COMPLAINTS.

Complaints relating to at least the following shall be subject to being processed through a grievance mechanism:

- A. lack of considerate or respectful care;
- B. failure to provide complete, current, and understandable information concerning diagnosis, treatment, or prognosis;
- C. failure to provide the name and specialty, if any, of the physician responsible for coordination of care;
- D. failure to afford consideration of privacy;
- E. failure to afford consideration of individual social, religious, and psychological well-being;
- F. failure to preserve the confidentiality of the medical care program;
- G. failure to provide, upon request, information bearing on the individual case with respect to any relationship of the facility to other health services facilities, medical groups, or other similar entities;
- H. failure to afford continuity of care;
- I. failure to provide requested information, prior to or at the time of admission and during the period spent in the facility, relating to charges for care;
- J. failure to afford the opportunity to participate in the planning of medical treatment;
- K. failure to inform of, or to offer an opportunity to refuse to participate in, experimental research;
- L. retaliatory, arbitrary, or otherwise medically unjustifiable discharge;
- M. interference with or retaliation for the free exercise of any legally prescribed rights;
- N. mental and/or physical abuse;
- O. medically unjustifiable physical and/or chemical restraints;
- P. failure to comply with lawful requests to release or to withhold medical records;
- Q. requiring the performance of services not included for therapeutic purposes in the plan of care;
- R. restriction of the right to associate and communicate privately with others;
- S. interference with the sending and receipt of personal mail;

T. restriction of the rights to meet with representatives and to participate in commercial, religious, and community activities;

U. restriction of the right to retain and use personal clothing and possessions, to the extent that space permits; and

V. failure to respond to questions concerning billing practices, the amount of a specific bill, and the like.

Statutory Authority: *MS s 144.691*

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