



# PMS

PRESBYTERIAN MEDICAL SERVICES

## RESPONDING TO YOUR NEEDS AND CONCERNS

All individuals interacting with Presbyterian Medical Services (PMS) are treated with dignity, care, and respect. PMS does not discriminate on the basis of race, color, national origin, sex, age, or disability. PMS recognizes and observes the rights of clients/patients, families/guardians, and residents or visitors to provide compliments or grievances about conditions, treatments, or actions with which they are satisfied or dissatisfied. PMS also recognizes that compliments and grievances serve as a source of information for validating and improving processes. We are focused on continually improving patient safety and quality of care.

If you would like to share a compliment, grievance, quality or safety concern related to your care, services or safety, please follow these steps:

**Step 1:** If you have a concern, please feel free to discuss it with the Site Administrator. Should you feel your concern has not been adequately addressed, please contact the PMS Compliance Department at:

**Mail:** PMS Compliance Department  
Presbyterian Medical Services  
1422 Paseo de Peralta  
Santa Fe, NM 87501

**Phone:** 1-800-477-7633, or (505) 982-5565  
**Fax:** (505) 992-4990

**Step 2:** If a satisfactory solution is not reached, you may utilize the PMS Grievance Procedure as follows:

1. Discuss your grievance with the Site Administrator.
2. The Administrator will document the details of the grievance and witnesses (if any) will be noted.
3. Within ten (10) working days the Administrator will conduct an investigation on the grievance resulting in a resolution decision.
4. Within five (5) working days of the completion of the investigation you will be notified of the resolution decision.
5. If the resolution decision is not satisfactory to you, you may submit a written request, which should include your name and address, for review by a Grievance Committee within thirty (30) working days.
6. The Grievance Committee will review the case and give a final written decision to you and the Administrator. The decision is final and binding.

### Additional Options:

As a Joint Commission accredited organization, PMS has demonstrated that it meets the nation's highest standards for healthcare. If you have a concern about your care you may contact the Joint Commission at 800-994-6610. They can only evaluate complaint information as it relates to their accreditation standards: they do not resolve individual complaints or disputed matters.

This procedure does not prevent you from filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at:

[https://ocrportal.hhs.gov/ocr/cp/complaint\\_frontpage.jsf](https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf) or by mail at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201 or phone 1-877-696-6775.