

QUESTION: Recently my spouse attempted to make an appointment through the appointment line. She was directed by them to call Internal Medicine. Internal then referred her back to the appointment line. What should our next step be?

ANSWER: The chief of Clinical Services should have done a follow-up telephone call to you by now. If future problems like this arise, your first step should be the Patient Advocate Office.

The Patient Advocate Office serves as a link between patients and hospital staff at all levels. Our office is easy to access and serves as our patient's liaison for expressions of satisfaction. We offer education and information regarding policies, procedures, systems, and concerns about care and safety within the hospital. We believe in and fully support the patient's right to:

- * Present questions, complaints or compliments
- * Request individual assistance
- * Make recommendations or suggestions

Before visiting the Patient Advocate Office, we ask you to consider whether your concerns can be addressed more quickly and effectively by presenting it through the non-commissioned officer in charge (NCOIC) or officer in charge (OIC) of the clinic, ward or office. In addition, department administrators are available to assist with your concerns. The Patient Advocate will help investigate system-wide or policy issues, as well as those problems that are not resolved at the area of concern.

361-5291

(located on the first floor of Bassett Army Community Hospital)

Hours of Operation

Monday - Friday 0730 - 1130 & 1230-1630
(except Federal Holidays)