

## Complaints and Grievances

If you have a concern or grievance you may take the following steps for resolution without fear of retribution:

1. We encourage you to discuss with a nurse or care giver your concerns or comments, and assure you that you may do so without fear of retribution. Taking this first step often times can result in prompt resolution, and we appreciate the opportunity to attempt to resolve your concerns promptly. You may ask any caregiver for a Complaint/Concern form.
2. Upon receipt of your concern, you will be contacted by an administrative representative who will review and respond within 24 hours or the next business day. You will be contacted within 10 days for an appropriate resolution to your concern.
3. If any of your concerns or comments have not been met or addressed you may choose to contact **561-3333** to speak to any of the following hospital representatives:

- **CEO** **564-2206**  
Chief Executive Officer
- **CNO** **564-2289**  
Chief Nursing Officer
- **CO** **564-2279**  
Compliance Officer
- **PSO** **564-2220**  
Privacy/Security Officer
- **SO** **564-2213**  
Safety Officer

4. You may also address any unresolved issues or concerns with the following agencies:

**BridgeCare Hospitals** (St. Elias Manager)

Call (907) 272-4133 or Fax (907) 272-6388

6320 South Airpark Place Suite 6

Anchorage, AK 99502

E-mail to [complaint@bridgecarehospitals.com](mailto:complaint@bridgecarehospitals.com)

**Alaska Department of Health & Social Services**

Call (907) 334-2482

After-Hours Complaint Hotline: 1-888-387-9387

**Joint Commission**

Call (800) 994-6610 or Fax (630) 792-5005

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

E-mail to [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Livanta LLC**

Call (877) 588-1123 or TTY: (855) 887-6668

9090 Junction Drive, Suite 10

Annapolis Junction, MD 20701

Website: [www.BFCCQ10AREA5.com](http://www.BFCCQ10AREA5.com)