



Procedure Title: Accessible Van Grant 5310 – ADA Patient Complaints

Procedure Number: 5204.3

Section: Rights & Responsibilities

Effective Date: 11/19/2020

Writer/Reviewer: Sherry Henson, VP of Compliance & Internal Audit

PROCEDURE:

- A. Terros Health welcomes comments, compliments, and complaints from patients on their experiences using Terros Health’s 5310 Accessible Vans. Intimidation or retaliation as a result of a complaint is prohibited by law. Patient input helps Terros Health identify areas needing improvement, and commendations are always appreciated.
- B. All patient complaints regarding the 5310 Accessible Vans are carefully reviewed, and those submitted by patients who experience accessibility or ADA-related problems are additionally reviewed for adherence to Terros Health policies by the ADA Coordinator (Patient Advocate). Terros Health will investigate the complaint and promptly communicate a response to the patient within ten (10) business days.
- C. To file an ADA-related service complaint related to the 5310 Accessible Vans, patients may contact Terros Health using any of the following methods:
 - Via Mail to:** ADA Coordinator (Patient Advocate)
Terros Health
3003 N. Central Ave., Suite 400
Phoenix, AZ 85012
 - Via Phone:** 602-389-3734
 - Via Fax:** 602-285-6909
 - Via Email:** QOC@terros.org
- D. All submittal methods will result in the Patient Advocate receiving the complaint information and entering it into the patient comment data base, which documents every complaint received and all related follow-up activities. Patients with an ADA-related complaint will receive a complaint confirmation/tracking reference number, usually within the same day but no later than ten (10) business days from the day Terros Health receives the complaint. If the patient does not receive a response within the ten (10) day timeframe, they may call the ADA Coordinator (Patient Advocate) at 602-389-3734 to obtain the confirmation/tracking reference number.



- E. Responsible Terros Health operating divisions or administrative departments investigate all complaints and implement any corrective actions to be taken.
- F. Complaints involving ADA or accessibility elements receive an additional review by the Vice President of Compliance & Internal Audit after the investigation has been completed.
 - 1. After the ADA Compliance oversight review has been completed, the Patient Advocate will provide a written reply to the patient, to the contact address provided, within ninety (90) days of receiving the complaint.
 - 2. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures. In any case, a written reply will be provided to the patient within ninety (90) days.
- G. Whether Terros Health patients are submitting complaints about service problems or sharing a great experience regarding the 5310 Accessible Vans, the organization welcomes the opportunity.

Reference(s) External: Federal Transit Laws, 49 U.S.C., Chapter 53
Federal Transit Authority (FTA) Master Agreement

Reference(s) Internal: Complaints, Grievances and Appeals Policy 5204

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