

### Patient Grievance Policy

Department: CHCP	Policy number: 103
Section: Patient Rights	Effective date: 9-06
Title: Patient : Patient Grievance Policy	● Non-clinical
Approved by: Dr. K. Berger	Review date: 11-2015 Revision date:

The Board of Directors, Medical Staff and Management of Center for Health and Cancer Prevention support our patient rights by providing a grievance process to respond to your concerns regarding patient rights, quality of care, patient safety or discharge readiness. We encourage you to contact us with your concerns.

#### **You can contact us verbally or in writing by:**

##### *Verbal Grievance*

- Ask to speak to the Office Manager or Dr Keith Berger at 757-412-4919. We will get back to you within 72 hours.

##### *Written Grievance*

Write to us at:

- The Office of the President, Center for Health and Cancer Prevention  
1301 First Colonial Road, Suite 201 Virginia Beach, VA 23454

You also have the right to contact:

- Virginia Board of Medicine  
Perimeter Center  
Henrico, VA 23233-1463  
(p)1-804-367-4444  
(f) 1-804-527-4461  
email: [info@vahealthprovider.com](mailto:info@vahealthprovider.com)
- State Corporation Commission  
Bureau of Insurance  
P O Box 1197  
Richmond, VA 23218  
(p) 1-800-552-7945