



188 Hospital Lane, Jellico, TN 37762
phone 423-784-7252
fax 423-784-1136
www.jellicohospital.com

RESOLVING CONCERNS ABOUT HOSPITAL SAFETY AND CARE

Jellico Medical Center is committed to providing a safe and caring treatment environment. Jellico Medical Center has an open door policy. If you have any questions, comments, or concerns about care received at the hospital, we encourage you to first discuss them with the caregiver, department director, or hospital leadership.

Chief of Staff	David Escalante, MD	423-784-7252
Chief Nursing Officer	Kaye Marantette, RN	423-784-1246
Chief Executive Officer	Hal Leftwich, CEO	423-784-1206
Center for Improvement in Healthcare Quality		866-324-5080

In addition, if you do not feel your safety concerns are addressed adequately by hospital leadership, you can contact CIHQ to voice your concerns. The hospital has an unannounced survey, by CIHQ, every three years to assess their compliance to the standards.

About the CIHQ's Complaint Process

CIHQ encourages you to first bring your complaint to the attention of Hospital supervisors and leaders. If this does not lead to resolution, you may bring your complaint to them for review. CIHQ addresses all complaints that relate to quality of care issues within the scope of their standards. These include issues such as patient rights, care of patients, safety, infection control, medication use and security. CIHQ does not address individual billing issues and payment disputes. Also, they do not have jurisdiction in labor relation issues or the individual clinical management of a patient.

What to Include When Filing a Complaint

You may send your complaint by mail, fax, or email. Summarize the issues in one or two pages and include the name, address, city, and state of the hospital. When submitting a complaint to CIHQ about the Hospital, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables CIHQ to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed.

Your Confidentiality

It is the policy of CIHQ to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the Hospital in the course of a complaint investigation.

CIHQ policy forbids Jellico Medical Center from taking retaliatory actions against employees or physicians for having reported quality of care concerns to CIHQ and the Hospital will not do so.

If you have questions about how to file your complaint, you may contact CIHQ at: Center for Improvement in Healthcare Quality, P.O. Box 3620, McKinney, TX 75070. Telephone: (866) 324-5080 Fax: (805) 934-8588 E-mail: compliant@CIHQ.org.

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