



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



Commonwealth Health Center

PATIENT GRIEVANCE FORM

Instructions:

1. Write a brief description of the problem as you see it. Where appropriate, specify times, dates, names of personnel involved, witnesses, etc. (who, what, when, where). Use additional paper if needed. Be sure to sign and date the form.
2. If you are an in-patient, give the form to the Head Nurse, Nursing Supervisor or Business Office Manager. Ask your Nurse to assist you with contacting one of the above people.
3. If you are an outpatient, you may give the form directly to the Hospital Administrator; mail the form in later at the address listed below; or place it in the Drop Box at the location listed below.

 (Print Name) Phone: (H) _____ (W) _____

Mailing Address: _____
 (City, State, Zip Code)

Description of Problem or Complaint: _____

I have designated (print) _____ to represent me in resolving this problem. His/her contact number is _____ Relationship: _____

I give permission to Commonwealth Health Center to release my identity if it becomes necessary to do so to investigate this grievance.

 Signature Date

Commonwealth Health Center (CHC) will provide a written response to the addressee on this form within 30 days from the date received. The date received is defined as the date the grievance form was received at CHC as indicated by stamped date and signature of the Hospital Administrator or designee.

Mail Grievance Form To: C/O CHC Hospital Administrator
 P.O. Box 500409 CK
 Saipan, MP 96950

-OR-
 Drop the form in the Drop Box located at the Cashier's window at the Business Office. The Business Office is located on the 2nd floor of CHC across from the PHI Pharmacy. Should you have trouble locating the Drop Box, please ask a Business Office Representative for assistance. The Drop Box is locked, and is checked daily by the Business Office Manager or designee. Should you have any questions, please call the Business Office Manager at (670) 234-8950.