



- Association at toll-free 1-800-663-6351 or voice at 1-505-998-9898 as outlined in the Important Message.
8. Approaches for resolving complaints and grievances include the following as well as any other approaches that support communication in a language and manner that the patient or patient's representative understands.
 - 8.1 Face-to-face meetings with the patient and/or their legally authorized representative;
 - 8.2 Referral for a biomedical ethics consultation by any staff member, patient, or patient family member or decision-maker (dedicated digital pager: 951-3614; cell phone number 688-9137);
 - 8.3

REFERENCES

- 45 CFR Part 84 as implementing the Rehabilitation Act of 1973, as amended, (29 USC, 94) and the Americans with Disabilities Act of 1990 (42 USC, 12101-12213).
- Uniform Health Care Decisions Act, NMSA

9. A grievance will be considered resolved when the patient or patient's representative is satisfied with the actions taken on their behalf. In situations where the UNMHSC has taken appropriate and reasonable actions on the patient's behalf in order to resolve the patient's grievance and patient or patient's representative remain unsatisfied, UNMHSC may consider the grievance closed with appropriate documentation of its efforts.

DEFINITIONS

1. **Authorized representative** means a person appointed by the patient such as in an advance

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|---------------------------|--|---------------------------|
| Official Signature | | Effective Date: 1/28/2009 |
| Origination Date | | unknown |
| Issue Date | Clinical Operations Policy Coordinator | |

ATTACHMENTS

None