

## **Paiute Tribe of Utah Health Department Consumer Relations Policy**

The Tribal Council of the PITU will provide oversight for all Consumer Relations issues specifically relating to patient/client care and other community health-related issues. Personnel-related issues will be handled by Administration in accordance with approved PITU Personnel Policies and Procedures.

Consumer Suggestions and Concerns can either be in writing or provided over the phone. Your contact information should be provided for investigation and follow-up purposes. If you prefer to remain anonymous, please be advised we will not address your concerns, however we will consider your suggestions. Any PITU staff member can assist a consumer in documenting a specific concern or suggestion if needed. Consumer Issues should be sent to the PITU Tribal Council c/o the PITU Health Director. A Consumer Relations Form will be publicly available in each PITU clinic waiting area; however, as mentioned, you may also voice your comments verbally.

Written Consumer health-related issues will be addressed within a reasonable time period by the Health Department Director. A report, without specific patient/client identifying information (unless otherwise requested by the patient/client), will be provided to the Tribal Council if requested. Issues recommending specific policy changes by the Health Director will be referred to the Tribal Council for review and further action. Anonymous suggestions will be reviewed by the Health Committee at the discretion of the Health Director.

### **Consumer Relations Protocol**

Consumer health-related suggestions and concerns must be in documented form, either by the patient/consumer or as recorded by a PITU staff member receiving such suggestion or concern. Documentation must contain sufficient information to allow for an investigation and review as necessary, including patient/client name and contact information, date of service and primary concern or suggestion. Consumer Relations Forms will be made available at all clinic locations and on the PITU web site, although these forms are not necessary for communication of any consumer related issue. The Health Director will maintain a log recording the nature of the issue, date received, date issue was resolved and action taken. A summary report will be provided to the Tribal Council. Patient confidentiality will be strictly adhered to in this process.

Written consumer health-related suggestions and concerns should be addressed to the PITU Tribal Council c/o the Health Director. If not specifically addressed accordingly, the document should be forwarded as soon as possible to the Health Director. The document will be considered received when it is received by the office of the Health Director. A copy will automatically be forwarded to the Tribal Administrator.

Within three (3) working days of receiving the written suggestions or concern, the Health Director will acknowledge receipt of the document and will forward to the appropriate staff member for the follow-up review and action, as appropriate.

Within thirty (30) working days, any action taken will be reported via mail service to the affected parties. If the concern involves coordination with other agencies, action will be taken and reported within forty-five (45) working day to allow additional time required to adequately review and resolve the issue. Once resolved, the affected parties will be notified of such action and will be offered an opportunity to address their concern further by written request to the Tribal Administrator. The Tribal Council Chairperson will determine if such a request will be included on the next Council agenda . To protect patient confidentiality, all reviews of specific concerns shall be held in Executive Session.