

COMPLAINTS GUIDELINES FOR PATIENTS

Intus strives to ensure that our patients receive the highest level of service delivery. We encourage feedback from patients as it assists us in achieving our goal of excellence in patient care.

At the core of our approach lies the invaluable feedback garnered from Patient Satisfaction Questionnaires and through our website via our Patient Feedback platform. These channels empower patients to articulate their experiences and opinions regarding the services they've received. Integral to the Clinic's Quality Improvement Programme, questionnaires undergo meticulous collation. Any emerging concerns are promptly addressed through proactive management by either the General Manager and Quality Coordinator or the patient's designated medical specialist.

We encourage patients to let us know at any time before, during or after their visit if they are dissatisfied with any aspect of the services provided.

- A patient may choose to make a complaint:
 - a) To the individual or individuals who provided the services complained of; and
 - b) To any person authorised to receive complaints (General Manager, Practice Manager or Quality Coordinator); and
 - c) To Any other appropriate person, including:
 - I. An independent advocate provided under the Health and Disability Commissioner Act 1994; and
 - II. The Health and Disability Commissioner.
 - d) Via the Intus Website Patient Feedback platform
- If a complaint is received by Intus, a copy of the *Patient Complaints Management Guidelines* will be provided as well as information about the Health and Disability Consumers Advocacy Service. Documentation for this process is detailed on the website – www.intus.co.nz
- The patient will be invited to make their complaint in writing; or a summary of a verbal complaint can be made and a copy sent to the person making the complaint to make sure it accurately reflects the substance of what has been said.
- Intus will acknowledge the complaint in writing within five working days of receipt, unless it has been resolved to the satisfaction of the patient within that time.
- Within ten working days of giving written acknowledgement of a complaint, Intus must decide whether the provider:
 - a) Accepts that the complaint is justified; or
 - b) Does not accept that the complaint is justified; or
 - c) More time is required to investigate (no more than 20 days).
- As soon as practicable after deciding whether it accepts that a complaint is justified or not, Intus will inform the patient of:
 - a) The reasons for the decision; and
 - b) Any actions the provider decides to take; and
 - c) Their right to appeal by taking the issue to the Health and Disability Commission.