

As a Patient of Western Michigan University Homer Stryker M.D. School of Medicine Clinics, we encourage you to Speak Up!

At WMed, we want patients and families to be involved in their care. Please ask questions and speak up if you have concerns. If you do not understand, ask again. Talking with your physician/resident, nurse or other care provider helps make sure you and your family member get the best care possible.

You are part of the team!

Get to know us. We are the people who will be taking care of you or your loved one. WMed staff should introduce themselves at each visit. They also wear name badges so you know who your health care team is.

Patients and their families are the most important partners on the healthcare team. We want you to ask questions, share information, and help make decisions about your care.

Complaint Resolution

If you have a concern or complaint about the care you've received at WMed, please ask to speak to a Medical Director or Clinical RN Team Leader. They will assist you in resolving your concern. Presentation of a complaint will not compromise a patient's current and/or future access to care.

If you are not satisfied with the response to your complaint, you may fill out a Feedback Form to begin a formal complaint. These forms are also available from any staff member. **This form may be faxed to 269.337.6288 or by email patientinquiries@med.wmich.edu.**

The Director of Nursing and Clinical Support Services and the Chief Medical Director at WMed reviews and responds to all formal complaints. They will make every attempt to resolve the issue to the patient's satisfaction utilizing the staff involved in the situation.

If your concern is not resolved through WMed, you may file your complaint via:

The Joint Commission, Office of Quality Monitoring, Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. The Joint Commission fax number is 630.792.5636, or e-mail complaint@jointcommission.org or visit www.jointcommission.org/GeneralPublic/Complaint/.

State of Michigan Consumer & Industry Services Bureau of Health Services, P.O. Box 30670, Lansing, MI 48909-8170. Download a complaint form online: www.michigan.gov/mdch

