QUICK REFERENCE

UNIVERSITY OF WA SCHOOL OF DENTISTRY RESOLVING PATIENT COMPLAINTS

PROFESSIONAL STANDARDS

&

ACTION STEPS

TAKE INITIATIVE

If a complaint is brought to you:

 Take personal responsibility to see the problem through

ACT PROFESSIONALLY

Everyone should be treated with respect and dignity

PROVIDE THE BEST POSSIBLE CUSTOMER SERVICE

Every patient has a right to voice a complaint

PATIENT VOICES COMPLAINT

Listen actively to learn the problem or complaint

ASK QUESTIONS

To understand the problem, need or complaint

GIVE REASSURANCE

To convey your interest in helping the patient

SUMMARIZE THE PROBLEM

To show the patient you understand

THINK OF SOLUTIONS

To help solve the patient's problem

APPENDIX B (continued)

CONSIDER ALTERNATIVE RESPONSES FOR SOLVING THE PROBLEM

- You are able to solve the problem within your role, or
- Refer the patient to the appropriate resource, or
- Obtain assistance if it is not clear how to solve the problem

AGREE ON A SOLUTION You and the patient jointly develop a plan of response Emphasize what you can do, not what you cannot do **ACT ON THE SOLUTION** PROVIDE CONTINUITY **CLOSE THE LOOP RECORD AND REPORT** If a problem is referred to Notify the referring staff If appropriate, fill out an incident report. Complaints another staff member, call how the problem was ahead and explain the resolved, what happened, are a valuable source of situation so that the patient and what will happen. information for continuous does not have to repeat it performance improvement. again.