



## Patients' Grievance Procedure

Chapter 325, passed by the 1976 Minnesota State Legislature, required that all hospitals establish a grievance or complaint mechanism to process patient complaints. Any patient or resident, nearest relative of the patient or responsible party for a patient of Lake Region Healthcare may register a grievance or complaint based on the Patients' Bill of Rights (Minnesota Statutes 144.651) as posted, or any other matter deemed necessary by the complainant; in the following manner:

Contact Glenda Hoff, Customer Relations at (218) 736-8027. Grievances and complaints can be registered during regular business hours of the facility, that is, Monday through Friday, between 8:00 a.m. and 4:30 p.m. After hours, please call 218.736.8000, dial "8649" or dial "0" and ask to speak with the House Supervisor.

All grievances and/or complaints will be handled in a timely manner. No punitive actions will be taken against patients filing a grievance or complaint.

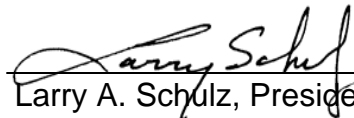
If you are not satisfied with our response, or if you prefer, you may submit your grievance or complaint to:

**Office of Health Facility Complaints**  
PO Box 64970  
St. Paul, MN 55164-0970  
(651) 201-4201 or 800-369-7994  
health.ohfc-complaints@state.mn.us

**MN Board of Medical Practice**  
2829 University Ave SE  
Suite 500  
Minneapolis, MN 55414-3246  
(612) 617-2130 or  
800-657-3709  
MN Relay Service for Hearing  
Impaired: 800-627-3529

**Office of Ombudsman  
For Long-Term Care**  
PO Box 64971  
St. Paul, MN 55164-  
0971  
(651) 431-2555  
800-657-3591  
www.mnaging.org

**The Joint Commission**  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
(630) 792-5800  
complaint@jointcommission.org

  
Larry A. Schulz, President/CEO