



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 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 "8469" 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 55101
(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

A handwritten signature in black ink, appearing to read "Kent Mattson".

Kent Mattson, CEO