

[At a minimum:]

§482.13(a)(2)(i) The hospital must establish a clearly explained procedure for the submission of a patient's written or verbal grievance to the hospital.

Interpretive Guidelines §482.13(a)(2)(i)

The hospital's procedure for a patient or the patient's representative to submit written or verbal grievances must be clearly explained. The patient or patient's representative should be able to clearly understand the procedure.

Survey Procedures §482.13(a)(2)(i)

- Review the information provided to patients that explains the hospital's grievance procedures. Does it clearly explain how the patient is to submit either a verbal or written grievance?
- Interview patients or patient representatives. Does the patient, or (if he/she is

incapacitated) his/her representative, know about the grievance process and how to submit a grievance?