



## CLIENT/PATIENT GRIEVANCE NOTICE

Duffy Health Center is committed to human dignity and social justice as we work to create a healthier community. Respect for human dignity includes respecting your rights as a client and patient.

If you feel that any of your rights may have been violated, you may initiate a formal grievance verbally or in writing. A brief statement of the issue is all that is required, and Duffy will provide you with free assistance to file the formal grievance if you request it. This statement should be submitted to the Duffy Health Center, 94 Main Street, Hyannis, MA 02601. You will receive a verbal or written notification of receipt within one business day. The Department Director will confirm you understand your patient rights and responsibilities, and resources available.

The Duffy Health Center will extend to you an opportunity to meet with the department director and discuss the grievance and to determine a mutually satisfactory resolution of the issue. A written decision and action plan will be provided to all parties involved. If the grievance is not resolved to your satisfaction, you have the option to meet with the CEO. The decision of the CEO shall be final and communicated to you in writing.

Every effort will be made to respond to patient grievances within 7 calendar days. If the complaint is not resolved, or if the investigation is not or will not be completed within 30 calendar days, you or your representative will receive an update informing you that Duffy is continuing to resolve and investigate the complaint. This letter will also have the names of the contact person for any further correspondence. Duffy or you has/have the option to extend the 30-calendar day period by 14 calendar days if either Duffy or you request it.

If you are insured through a Massachusetts health plan and have questions about your rights as a managed care consumer, please call the Office of Patient Protection at this address. Translation services are available.

Massachusetts Health Policy Commission  
Office of Patient Protection  
50 Milk Street, 8th Floor  
Boston, MA 02109  
1-800-436-7757

TTY and ASCII Users: 1-800-720-3480

Voice and Hearing Users: 1-800-720-3479

You may also contact the Massachusetts Health Policy Commission - Office of Patient Protection by email at [HPC-OPP@mass.gov](mailto:HPC-OPP@mass.gov)