



RESPONDING TO YOUR NEEDS AND CONCERNS

All individuals interacting with Presbyterian Medical Services (PMS) are treated with dignity, care, and respect. PMS recognizes and observes the rights of clients/patients, families/guardians, and residents or visitors to provide compliments or grievances about conditions, treatments, or actions with which they are satisfied or dissatisfied. PMS also recognizes that compliments and grievances serve as a source of information for validating and improving processes. We are focused on continually improving patient safety and quality of care.

If you would like to share a compliment, grievance, quality or safety concern related to your care, services or safety, please follow these steps:

Step 1: If you have a concern, please feel free to discuss it with the Site Administrator. Should you feel your concern has not been adequately addressed, please contact the PMS Quality Management Department at:

Mail: PMS Quality Management Department
Presbyterian Medical Services
1422 Paseo de Peralta
Santa Fe, NM 87501

Phone: 1-800-477-7633, or (505) 982-5565

Fax: (505)992-4990

Step 2: If a satisfactory solution is not reached, you may utilize the [PMS Grievance Procedure](#) as follows:

- a) Discuss your grievance with the Site Administrator.
- b) The Administrator will document the details of the grievance and witnesses (if any) will be noted.
- c) Within ten (10) working days the Administrator will conduct an investigation on the grievance resulting in a resolution decision.
- d) Within five (5) working days of the completion of the investigation you will be notified of the resolution decision.
- e) If the resolution decision is not satisfactory to you, you may request a review by a Grievance Committee within thirty (30) working days.
- f) The Grievance Committee will review the case and give a final written decision to you and the Administrator. The decision is final and binding.

Additional Option:

As a Joint Commission accredited organization, PMS has demonstrated that it meets the nation's highest standards for healthcare. If your concern is not resolved by any of the above methods, you may contact the Joint Commission. If you would like assistance with this, please call the PMS Quality Management Department (see step 1) who can provide you with the appropriate Joint Commission contact information.