Patient Experience Frequently Asked Questions (FAQs)

Find answers to frequently asked questions about the Patient Experience Department and the Patient Advisor role.

Q. What are Patient Advisors?
A. A patient advisor serves as a liaison between patients, families, and members of the South Shore Health care team. It is important to note that Patient Advisors do not provide clinical or legal advice. Their role is to facilitate communication between patients, families and the care team. By fostering effective communication, Patient Advisors help patients navigate their current healthcare experience. Patient Advisors may not override clinical decisions made by doctors or nurses.

Q. When should I call a Patient Advisor?
A. Patient Advisors help answer questions, share suggestions and celebrate compliments with appropriate staff and leadership. Patient Advisors also help address patient and family concerns and help resolve complaints. If you are not satisfied with your care, or if there are communication issues with your care team, a Patient Advisor can assist you.

Q. Who may call a Patient Advisor?
A. Patients, families, visitors, and staff may contact a Patient Advisor to share a patient care concern. Patient Advisors may not discuss personal health information with anyone other than the patient without the patient’s permission.

Q. How do I contact a Patient Advisor?
A. The Patient Experience Department may be reached at 781-624-8888. Patient Advisors are available Monday through Friday from 8:00 am until 5:00 pm, excluding holidays. You may also contact a Patient Advisor in writing or by email. Once we receive your communication, we will reach out to you in a timely manner.

Q. What if I need a foreign language or American Sign Language (ASL) interpreter to share my concerns?
A. Please call 781-624-8888 and we will arrange for a medical interpreter to assist you. If you need assistance after hours, please contact the Information Center at 781-624-8000.

Q. If I share a concern, how will it be handled?
A. Most concerns arise when there is a breakdown in communication or a misunderstanding. We encourage you to try to resolve any issues on the spot with the care team or local area leadership. If you are still unsatisfied, a Patient Advisor can assist you in resolving your concerns. A Patient Advisor will ask you what outcome or resolution you are requesting and help communicate that to the care team and / or leadership. All concerns are tracked for improvement purposes.

Q. What information does a Patient Advisor need from me?
- The nature of your complaint
- Your name and date of birth
- Your medical record number (if available)
• The South Shore Health Department in which the problem occurred
• The name(s) of any staff member(s) involved
• The date and time at which the problem occurred
• Your ideas and suggestions about how you would like us to help

Q. What will the review of my complaint include?
• Asking your permission to start the review in circumstances where someone else is calling on your behalf
• Talking with you so that we understand your concerns
• Talking with the person(s) named in your complaint
• Reviewing all appropriate documents, including your medical record, if necessary
• Collaborating with you on a possible resolution
• Keeping you updated throughout the course of the review including resolution
• Documenting your case, review activities, and resolution in our database

Q. May I report a complaint without giving my name?
A. Yes, all concerns including anonymous concerns are thoroughly reviewed. We would be unable to report back to you any findings, but please be assured we would use this feedback as a learning opportunity to improve the care and services we provide.

Q. Will a Patient Advisor help me locate lost belongings?
A. Please reach out directly to the unit/department where you misplaced your item (call 781-624-8000 and asked to be connected to the floor/unit). If a valuable was secured in our hospital safe, please call our Security & Public Safety Department at 781-624-8288. If we find items containing identifying information, we will attempt to contact the owner and return the item(s). We recommend that all patient valuables be either sent home with family or secured in our hospital safe. If you are unable to locate your lost items, you may call our department for assistance. South Shore Health does not accept responsibility for lost/damaged valuables or personal belongings.

Q. What if I want to report my complaint to an outside agency?
A. You have the right to file a quality of care complaint to the following agencies:

• Massachusetts Board of Registration in Medicine
  178 Albion Street, Suite 330 Wakefield, MA, 01880
  Phone number: 781-876-8200 Fax number: 781-876-8381
  Online: Submit a Complaint | Mass.gov

• The Massachusetts Department of Public Health
  Division of Health Care Facility Licensure and Certification
  Complaint Intake Unit 67 Forest Street Marlborough, MA 01752
  Phone number: 800-462-5540 or 617-753-8150 Fax number: 617-753-8165
  On-line: File a complaint regarding a hospital | Mass.gov

[Or, if patient has Medicare]

KEPRO
Phone number: 888-319-8452 Fax number: 844-878-7921
Email: beneficiary.complaints@kepro.com

- **The Joint Commission**
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181 Phone number: 630-792-5800
  **Online:** [Report a Patient Safety Concern or File a Complaint | The Joint Commission](https://www.jointcommission.org)

- **U.S. Department of Health and Human Services**
  Office for Civil Rights 200 Independence Avenue, SW Room 509F, HHH Building,
  Washington, D.C. 20201 Phone number: 1-800-368-1019 TDD: 1-800-537-7697
  **Online:** [U.S. Department of Health & Human Services - Office for Civil Rights (hhs.gov)](https://www.hhs.gov)