



Program of All-Inclusive Care for the Elderly

Information for Participants and Caregivers about Filing a Grievance

A grievance is defined as a complaint, either written or oral, expressing dissatisfaction with the services provided or the quality of your care that is provided by PACE Place.

You have the right to file a grievance about anything. Some examples are:

- The quality of services you receive in the home, at the Day Health Center, or in any inpatient or housing facility (hospital, skilled nursing facility, assisted living facility);
- Mistakes you feel have been made by PACE;
- Waiting times on the phone or in the waiting/exam room;
- Behavior of any of your care providers or program staff;
- Adequacy of the facility (the Day Health Center);
- Quality of food provided by PACE; and
- Transportation provided by PACE;

You or your designated representative may file a grievance with any PACE staff member at any time, either verbally or in writing, even after normal PACE operating hours.

How to File a Grievance:

- To file a grievance orally, you may call (904) 428-0400
- To file a grievance in writing, you may fax the grievance to (904) 428-0404 or send it via regular mail to PACE Place (Attn: Quality), 5450 Ramona Blvd, Jacksonville FL 32205

Once you or your representative file a grievance, we will place your grievance in our grievance log. The Quality Manager or designee will investigate the grievance.

The Quality Manager will seek resolution of the grievance as soon as possible, but *no later than thirty (30) days from the date the grievance was received* by PACE. If you or your representative have chosen to follow the official Grievance process, a final resolution letter will be mailed to you or the person filing the grievance on your behalf no later than three (3) days after the date the investigation and resolution have been completed. Should you or your representative choose to file the Grievance anonymously or choose not to follow the official process, *you will not receive the benefit of written communication*, but a thorough investigation will still be conducted with Quality Manager oversight.

During the grievance process, we will continue to furnish you with PACE services at the frequency provided in your current plan of care. Your grievance will be kept confidential, and PACE will never retaliate against anyone for sharing a grievance.

To check the status of your grievance, you can call (904) 478-8463.