



Patient Grievance Process

In accordance with Centers for Medicare and Medicaid Hospital Conditions of Participation 482.13(a)(2), it is the policy of Madelia Health (MH) to have a process for prompt resolution of patient grievances and to inform each patient whom to contact to file a grievance. The Governing Board has approved this process and is responsible for the effective operation of the grievance process. The Governing Board has delegated the review and resolution of grievances to the Grievance Committee. The grievance process includes the timely referral of patient concerns regarding quality of care or premature discharge to the appropriate department, Quality/Risk Management and/or Utilization Review Committee.

If you would like to file a complaint, please complete the Patient/Family Grievance form and mail it to either the President/CEO or the Chief Clinical Officer. Verbal complaints may also be made.

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