



**PATIENT ADVOCATE**

**MURFREESBORO**  
 (615) 225-2560  
 (800) 876-7093 EXT. 22560

**NASHVILLE**  
 (615)873-7630/7640  
 (800)228-4973 EXT. 7630

**VETERANS' GUIDE TO ISSUE RESOLUTION**  
**LET US KNOW THE FACTS SO WE CAN HELP YOU**

- WHAT** IS YOUR CONCERN AND HOW SPECIFICALLY MAY WE HELP YOU?
- WHO** HAVE YOU SPOKEN TO?
- WHEN** EXACTLY DID THIS OCCUR (DATE AND TIME)?
- WHERE** DID IT OCCUR? (CLINIC, LOCATION, WARD, ETC.)

OUTPATIENTS

**SPEAK WITH CLERK/NURSE/PROVIDER**



**NO RESOLUTION**



**REQUEST TO SPEAK WITH SERVICE RECOVERY P.O.C.**



**NO RESOLUTION**



**REQUEST TO SPEAK WITH PATIENT ADVOCATE**

INPATIENTS

**SPEAK WITH YOUR NURSE/UNIT CLERK/ PROVIDER**



**NO RESOLUTION**



**REQUEST TO SPEAK WITH SERVICE RECOVERY P.O.C./ NURSE MANAGER/ NURSING OFFICER OF THE DAY (NOD)/ ATTENDING PHYSICIAN**



**NO RESOLUTION**



**REQUEST TO SPEAK WITH PATIENT ADVOCATE**

*THE JOINT COMMISSION - IF YOU OR YOUR FAMILY HAVE CONCERNS ABOUT PATIENT CARE AND SAFETY IN THE HOSPITAL, THAT WE HAVE NOT ADDRESSED, YOU ARE ENCOURAGED TO CALL THE JOINT COMMISSION'S OFFICE OF QUALITY MONITORING AT 1-800-994-6610 OR E-MAILING A COMPLAINT TO COMPLAINT@JOINTCOMMISSION.ORG*