



PSYCHIATRIC & ADDICTION SERVICES
Ralph Bharati M.D., P.A.



STOP Patient Grievance Procedure

If a patient of the Substance Treatment Outpatient Programs (STOP) has a complaint they are encouraged to voice their concern to the individual provider or staff member involved. All staff members are expected to make every effort possible to resolve any reasonable patient complaints or concerns. If after meeting with the staff member the patient is not satisfied they have the following options:

If the complaint involves administrative matters such as appointment schedules, billing or reimbursement issues, or concerns about the physical layout or functioning of the building the patient should request to meet with the Office Manager. Every effort will be made to resolve the patient's complaint in a reasonable manner. If the party issuing the complaint is still unsatisfied they may request a meeting with the Practice Administrator. The Practice Administrator will investigate the complaint and discuss the issue with the complaining party. The Practice Administrator will issue recommendations to the facility on resolving the complaint. If the party filing the complaint is still unsatisfied the Practice Administrator will discuss options for pursuing the complaint with the party filing the complaint.

If the complaint involves clinical issues or concerns about treatment the patient or family member should meet with the clinician in charge of their treatment to discuss the issues surrounding the complaint. If the patient or patient's family is still not satisfied they should request a meeting with the Medical Director to discuss the situation or concern. If the Medical Director cannot resolve the issue the patient or family members should request a meeting with the Practice Administrator who will advise them of their next level of appeal. All complaints will be resolved within 30 days from the time the complaint is received by the Practice Administrator.

If a patient is not satisfied with a complaint resolution from the Program they may appeal to the State of Kansas Department of Social and Rehabilitation Service without fear of recrimination from the program. Complaints and grievances should be directed to:

Addiction and Prevention Services
915 SW Harrison, 9th Floor
Topeka, KS 66612
Phone 785-296-6807

It is the goal of Ralph Bharati M.D. P.A./Psychiatric & Addiction Services to provide the highest quality of care possible. It is imperative that open communication and good rapport exists between our staff, our patients, their families and significant others. Please feel free to discuss any concerns with our staff. We are also open to suggestions on improving our services so feel free to share any ideas you have in regard to developing services or programming with our staff. Confidential satisfaction surveys may be obtained from the receptionist. Please take time to complete one of these and let us know what we do well and what we can improve on. The surveys are confidential and are integrated into our Quality Improvement Process. We appreciate your feedback and welcome all comments and concerns.