



## **PATIENT ADVOCACY**

At Decatur Morgan Hospital, our primary goals are to deliver quality care and excellent service. If we do not meet your expectations, please request the assistance of a patient representative from our Service Excellence Department.

A patient representative serves as a liaison between the hospital and patient to provide a confidential environment for patients to voice a complaint, concern or problem. Patient representative also help seek resolution to problems. Additionally, patients and their families can file a formal grievance with a patient representative. They can provide information about resources and services available and will listen, provide support and ensure you receive the best possible care while in any of our facilities.

If you have a concern, we recommend that you first attempt to resolve it within the department in which the problem occurred. If you don't reach a resolution with the person providing your care, we encourage you to contact the department manager, charge nurse or supervisor. If these attempts are unsatisfactory, please contact Service Excellence and a patient representative will assist you.

## **SERVICE EXCELLENCE**

**256-973-2124 or 256-973-2142**

Monday – Friday: 8:00a.m. - 4:30 p.m.

After Hours: **256-973-2000** (ask for the Clinical Supervisor)

You may also send correspondence the following address:

### **Decatur Morgan Hospital Service Excellence**

1201 7<sup>th</sup> Street, SE  
P.O. Box 2239  
Decatur, AL. 35601