



GHS Home Health Compliments and Concerns Procedure

Your medical treatment, safety and happiness are most important to us, and we hope you have an excellent patient experience.

Compliments

The Greenville Health System Stellar Service program recognizes employees for demonstrating service behaviors that are above and beyond. Such recognition ranges from individual recognition within a department to the GHS Employee of the Year award. If you would like to share a story with us about an employee who stood out as exemplary, please use the nomination form found here. You may also call the office at (864) 522-5350 and let the person answering the phone know that you would like to pass on a compliment. Our staff is not allowed to accept gratuities or payments.

Concerns

If you have a concern or problem, please call the office at (864) 522-5350 and let the person answering the phone know that you have a concern or complaint and would like to speak with the administrator, Landace Woods. You may also write to the administrator at 440C Roper Mountain Road, Greenville, SC 29615.

If you have problems or concerns that you prefer to direct elsewhere:

- You may call the state's toll-free home care hotline, which receives complaints or questions about home care agencies as well as complaints concerning the implementation of advance directive requirements. The hotline can be reached 24 hours per day, 7 days per week by calling (800) 922-6735. If no one answers you may leave a message and your call will be returned. In addition, you may contact the state's Bureau of Health Licensing at (803) 545-4370 or you may submit your complaint in writing to 2600 Bull Street, Columbia, SC 29201.
- You may also contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission-accredited health care organization by calling (800) 994-6610, emailing patientsafetyreport@jointcommission.org, or writing The Joint Commission's Office of Quality and Safety, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
- If you have a concern or question regarding the safety or quality of laboratory testing that cannot be resolved by the agency, contact COLA at (800) 981-9883 from 9:00 a.m. to 5:00 p.m., Eastern Time. If after hours, leave a message. You may also send a fax to (410) 381-8611 or email hotline@cola.org.