

Lynn University Health Center

Grievance Policy

A grievance is defined as dissatisfaction occurring when a student believes that any decision, act or condition affecting him/her is unjust or created unnecessary hardship.

All students with a grievance regarding care are encouraged to bring this to the attention of the Health Center staff.

Purpose:

To uphold the rights of all students regarding the use of LUHC.

To ensure that concerns are promptly dealt with and resolutions reached in a fair and just manner.

Procedure:

1. Grievances regarding the LUHC, will be addressed to one of the following staff:
 - a. Front Desk Staff/Administrative Assistant
 - b. Staff Nurse
 - c. Director
2. If a grievance cannot be resolved following the above procedure, the patient has the right to appeal by submitting the grievance, in writing, to the Dean of Students.

Grievances may also be filed with other state or federal agencies providing healthcare oversight:

- a. Florida Department of Health
Complaints regarding general health

MQA: Division of Medical Quality Assurance Consumer Services Unit
www.doh.state.fl.us/mqa/enforcement/enforce_home.html
- b. U.S. Department of Health & Human Services
www.hhs.gov/ocr/privacy/hipaa/complaints/index.html
- c. Accreditation Association for Ambulatory Health Care, Inc. (AAAHHC)
Phone: 847-853-6060 Email: info@aaahc.org