



Medical Grievance Policy

At Rosedale Medical, your healthcare is our highest priority. We will not discriminate or refuse care to any individual based on sexual orientation, gender, race religion, financial standing or age.

If you feel your individual rights have been ignored or violated at any time by a member of our staff, please contact me personally. I assure you that every avenue of your grievance will be addressed. You are entitled to one or more of the following by our practice manager:

A written response to your grievance

A personal phone call discussing the issue and what actions need to be taken

A personal meeting with the Practice Manager

I assure you that everything will be done to resolve your grievance. You will be informed of the actions taken by the Practice Manager within 15 days of the initial grievance either in person or in writing.

Patient Signature

Roseanne Sanders, CPC
Practice Manager
Rosedale Medical