



Should you have a concern you would like to share with us, please visit our Patient Service Center located on the second floor room 2A103 or call us at (747) 210-4883.

Filing a complaint with your DHS contracted Health Plan

#### Health Net

P.O. Box 10344  
Van Nuys, CA 91410-0344  
Phone: 1-800-275-4737  
Fax: 1-877-713-6189  
TDD: 1-800-431-0964  
Website:  
[www.healthnet.com](http://www.healthnet.com)  
\*available 24 hours/day,  
7 days/week

#### LA Care

1055 West 7<sup>th</sup> St., 10<sup>th</sup> floor  
Los Angeles, CA 90017  
Phone: 1-888-839-9909  
Fax: 1-213-438-5748  
TDD: 1-866-522-2731  
Website: [www.lacare.org](http://www.lacare.org)

#### Filing a Complaint Outside of DHS

##### California Department of Public Health

681 South Parker St. Suite 200  
Orange, CA 92868  
Phone: 1-800-228-5234

##### Department of Mental Health

Patient Rights Office  
550 South Vermont Ave.  
Los Angeles, CA 90020  
Phone: 1-800-700-9996  
Website: [www.dmh.lacounty.gov](http://www.dmh.lacounty.gov)

##### Medical Board of California (MDs & DPMs)

2005 Evergreen Street, Suite 1200  
Sacramento, CA 95815  
Phone: 1-800-633-2322  
Fax: 1-916-263-2435  
Website: [www.mbc.ca.gov](http://www.mbc.ca.gov)

Note: Only the Medical Board has the authority to take disciplinary action against the license of the physician or podiatrist.

##### Board of Registered Nursing

P.O. Box 944210  
Sacramento, CA 94244-2100  
Phone: 1-916-574-7693  
Website: [www.rn.ca.gov](http://www.rn.ca.gov)

##### Livanta (Medicare Patients Only)

9090 Junction Dr., Suite 10  
Annapolis Junction, MD 207201  
Phone: 1-877-588-1123  
Fax: 1-844-420-6672

##### The Joint Commission

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Phone: 1-630-792-5800  
Fax: 1-630-792-5636  
Website: [www.jointcommission.org](http://www.jointcommission.org)



## Guest Concerns & Grievances



**Health Services**  
LOS ANGELES COUNTY

Delivering high quality, community-based care.

## Filing a Complaint

Olive View –UCLA Medical Center works hard to give you the best care possible. Sometimes you may feel that this has not happened. We want to know when you are not happy with your care. This will help us make your care better and fix any problems or mistakes we have made.

If you want to file a complaint, it will not affect your eligibility to receive care nor will it prevent you from filing a complaint somewhere else.

Please let us know your complaints first so we can try to fix the problem. Our facility has someone on site who can help.

You may also file a complaint with: your health plan, the California Department of Public Health, Department of Mental Health, Medical and Nursing Boards of California, Livanta, and/or The Joint Commission.

## The Complaint Process

Most complaints can be taken care of quickly and easily. We can often take care of them as soon as we know. If we are not able to take care of your complaint right away, we may need some time to look into it and get back to you.

We are usually able to respond to your complaint within 30 days. Sometimes we need a little more time. If we need more than 30 days we will let you know when you can expect to hear back from us.

In our reply back to you, we will always tell you:

- ◆ The steps taken to investigate your complaint
- ◆ The results of the complaint process
- ◆ When we completed our investigation
- ◆ The name of the person you can talk to about the complaint if you have more questions.

## **Making a Complaint for Someone Else**

We have to obey strict privacy rules when sharing anyone's personal information. We are allowed to accept complaints from you for someone else. However in most cases, we have to get their permission first before we can investigate the complaint and give you a response.

## **Filing a Complaint with Your Health Plan**

If you have health insurance, you may also file a complaint (grievance) with your health plan. If you belong to LA Care or Health Net, you may ask for a complaint form from us. You may also file a complaint with them using a phone, fax, or the internet. Please see the back of this brochure for contact information for LA Care and Health Net.

*Please let us know your concerns!*