



ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL

Office of Patient Experience Grievance Procedure

Zuckerberg San Francisco General Hospital wants to provide you with quality health care in a respectful, compassionate manner. If we did not meet your expectations during your stay or visit, we want to hear about it.

Q: Who can submit a grievance?

A: Any patient/visitor may file or communicate a concern/grievance regarding their treatment. If you are unable to file or communicate a concern/grievance, a family member, spouse, or significant other may file a concern on your behalf.

Q: What happens after submitting a grievance/concern in writing?

A: Below is the concern process:

- 1) Our office will send an acknowledgement/confirmation that we have received your concern.
- 2) We will reach out to the department where the concern occurred.
- 3) The department lead will be reaching out to you via phone to learn more about your experience.
- 4) The department lead will conduct an investigation of the occurrence and provide you with response of the outcome within 30 business days.

If you have any questions, feel free to contact our office at:

Building 25, Room H1246
1001 Potrero Avenue
San Francisco, CA 94110
Phone: (628) 206-5176
Fax: (628) 206-8878
Email: dph-patientexperience@sfdph.org



PATIENT EXPERIENCE STATEMENT

Please submit completed form in person, by mail, fax or email to the Office of Patient Experience.

Today's Date: _____

PART I. PATIENT INFORMATION

Patient's First Name: _____ Last Name: _____

Date of Birth: _____ Medical Record #: _____

Address: _____

Street

City

State

Zip Code

Telephone: () _____ Okay to leave a message? Yes No

Name of your usual/primary doctor/ nurse practitioner: _____

Primary Care Clinic/Location: _____

PART II. STATEMENT *(This form is for Grievances and Compliments)*

Date of Occurrence: _____

Time of Occurrence: _____

Location(s)/ department(s) involved: _____

SUMMARY OF WHAT HAPPENED: Please include names and/or position of staff involved, if known: _____

