

PATIENT GRIEVANCE/COMPLAINT POLICY AND PROCEDURE FOR PERSONS WITH DISABILITIES

Any patient of ***Riverdale Gastroenterology & Liver Diseases*** who believes she or he has been subjected to discrimination on the basis of disability or who believes she or he has been subjected to retaliation under Section 504 or the ADA may file a grievance under this procedure.

- Grievances must be submitted to Riverdale Gastroenterology & Liver Diseases' Practice Administrator/504 Coordinator, Michelle Basilone, 3765 Riverdale Ave. Suite 7 Bronx, NY 10463 (718/543-3636) as soon as possible but no later than sixty (60) calendar days after the person filing the grievance becomes aware of the alleged discriminatory action.
- A grievance must be submitted in writing and must contain the name and address of the person filing it. The grievance must state the problem or action alleged to be discriminatory and the remedy or solution sought. Alternative means of filing will be available to people with disabilities who require such an alternative and will be determined upon contacting the Practice Administrator/504 Coordinator, Michelle Basilone, 718/543-3636. All grievances will be taken seriously.
- Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone 718/543-3636 will conduct an investigation of the grievance. An investigation must be thorough and afford all interested persons the opportunity to submit evidence relevant to the grievance. The Practice Administrator/504 Coordinator, Michelle Basilone, will maintain records of relating to such grievances.
- Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone 718/543-3636 will issue a written decision to the individual on the grievance no later than thirty (30) calendar days after its filing.
- The person filing the grievance may appeal the decision of Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone 718/543-3636 by writing or determined alternative method to the Vice President, Robert A. Sable, M.D. (Managing Partner), within fifteen (15) calendar days of receiving Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone 718/543-3636 decision.
- The Vice President, Robert A. Sable, M.D. or his designee, will issue a written decision on the appeal no later than thirty (30) calendar days after its filing.
- Filing a grievance with Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone 718/543-3636 (or designee) does not

prevent the person filing the grievance from filing a complaint with the Department of Health and Human Services, Office for Civil Rights, 26 Federal Plaza- Room 3312,, NY, NY 10278.

- Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone (and Vice President, Robert A. Sable, M.D. if needed) 718/543-3636 will assist interested persons in filing grievances and will make appropriate arrangements to ensure that individuals with disabilities are provided reasonable modifications and appropriate auxiliary aids and services where necessary to participate in the grievance process. Such arrangements may include making the grievance procedure available in alternate formats such as Braille, large print, audiotape, providing interpreters for the deaf or hard of hearing, or assuring barrier free location for any proceedings and will forward completed grievances to Riverdale Gastroenterology & Liver Diseases Practice Administrator/504 Coordinator, Michelle Basilone.
- Grievances and its accompanying documentation will be retained for seven (7) years by Riverdale Gastroenterology & Liver Diseases in the patient's records.