

Grievance & Feedback Department – Standard Operating Procedures

Introduction

The Grievance and Feedback Department of Aarogyasri Health Care Trust is one of the wing which deals with the patients Grievances and also carrying on the Feedback activity through social auditing.

Objective

To resolve the Grievances received from the Aarogyasri patients through the various sources as mentioned below.

Sources of Grievances:

The following are the Sources of Grievances, which are registered online

1. Feedback received on CM Letters sent to the patients
2. News Article
3. CTT(Communication To Trust)
4. Walk In
5. Government Programs
6. Grievance from CMCO
7. Grievances from 104
8. Phone Calls

Nature of Grievances

The following are the Nature of Grievance, which are registered online.

1. Eligibility Card Issues
2. Request Treatment
3. Admission Denial
4. Treatment Denial
5. Pre-auth Denial
6. NWH Service Deficiency
7. Conversion
8. Post Operative Complication
9. Follow up Denial
10. Death Complaint
11. Money Collection

Complaints and Grievance redressal:

A comprehensive complaint cell and grievance redressal mechanism is put in place through online system with clear TAT's (Turn around Times) in order to ensure fair and timely redressal of grievances. These complaints and grievances are monitored at the highest level in the Trust on daily basis.

Social Auditing:

All the discharge cases are monitored through following Social Audit Mechanism.

- ❖ A letter from Hon'ble Chief Minister will be dispatched directly to the communication address of the beneficiary on the same day of discharge of the patient (as evident from online details) enquiring about his present status of health after the treatment under the Scheme.
- ❖ It provides details of the claim such as disease suffered, surgery/therapy done, package amount approved etc.,
- ❖ Enquires about the satisfactory services.
- ❖ A self addressed postage prepaid inland letter is attached to this letter to get the specific feedback from beneficiary about the quality of services, behaviour of Aarogyamithra and hospital staff and his opinion about the scheme etc. This feedback letter is made available to the claim processing team online real time basis.

Resolution and Closing the Grievances

