

PRIMECARE MEDICAL, INC. +

A-10 Grievance Process for Health Care Complaints

Grievance Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Medical	10	7	6	5	1								
Mental Health	1	3	1	1	1								
Dental	0	3	0	0	0								
Staff Conduct	2	0	0	0	0								
Request Off Site	1	2	0	0	0								
Delay in Services	0	0	0	6	8								
Co-Pay	0	2	0	1	0								
Medication	7	11	10	10	3								
Non-Medical	3	0	1	5	7								
Request Visit	2	7	3	2	0								
Other	0	11	1	5	0								
Total	26	46	22	34	20								
Founded Quarterly		1	0	0	0								
			94										

Trends/Patterns

Three individual submitted 9 out of the 20 grievances.