



Sakakawea Medical Center  
510 8<sup>th</sup> Ave NE  
Hazen, ND 58545  
701-748-2225

The entire staff of Sakakawea Medical Center, Senior Suites and Sakakawea Medical Clinic are dedicated to providing the finest quality care available. The patient/resident has the right to voice complaints/grievances without discrimination or reprisal. In the event the patient/resident is not satisfied with respect to treatment that has been furnished or unfurnished or you have a complaint that has not been resolved, the following steps shall be taken.

1. The charge nurse assigned to the resident or the facility social worker shall address any concerns, problems or complaints. The charge nurse or social worker shall make every effort to correct any existing problems.
2. If the charge nurse or social worker is unable to resolve the patient/ resident's problem, it should be presented to the Director of Patient Care or the Department Manager (by the charge nurse or the social worker). If you receive no response within three working days, or if you are dissatisfied with the response, proceed to step #3.
3. The patient/resident should ask the Administrator to discuss the grievance and investigate the problem. Verbal and written response will be given to the patient/resident.

If the problem has not been adequately resolved, the patient/resident has the right to contact any of the following agencies and report his/her concern.

In addition, complaints may be communicated directly to any of the following agencies at any time; however, we hope you will give us the opportunity to resolve the issue first.

North Dakota Health Care Review, Inc.  
800 31<sup>st</sup> Ave. SW  
Minot, ND 58701  
1-701-852-4231

North Dakota State Ombudsman Program  
Aging Services Division  
600 E. Boulevard Ave. – Dept. 325  
Bismarck, ND 58505-0250

State Survey and Certification Agency  
State Licensure Office  
600 E. Boulevard Ave.  
Bismarck, ND 58505-0200  
1-701-328-2352

United States Office for Civil Rights  
999 18<sup>th</sup> Street, Suite 417  
Denver, CO 80202  
1-800-368-1019

If a developmentally disabled or mentally ill patient/resident has a complaint of abuse, neglect, or exploitation, they may also contact:

North Dakota Protection and Advocacy  
400 E. Broadway, Suite 616  
Bismarck, ND 58501-4073  
1-800-472-2670