



# The Native Village of Dot Lake

P.O. Box 70494  
Fairbanks Alaska, 99707

## Classification *for* Complaints - FORM

### CONCERNS ARE THOSE THAT INVOLVE ONE OR MORE OF THE FOLLOWING ISSUES:

- Access:
  - Inability to obtain a referral;
  - Delays in obtaining service;
  - Delays in appointment scheduling;
  - Excessive wait times;
  - Inability to obtain medical information;
  - Lack of availability for special services;
  - Inadequate geographic options.
- Communication/Behavior:
  - Rude/uncaring/disrespectful;
  - Rushed/didn't listen/amount of time was inadequate;
  - Inadequate education/failure to provide a complete explanation;
  - Delay in communicating test results;
  - Inappropriate behavior/culturally insensitive/inadequate communication.
- Coordination of Care:
  - Failure to follow-up;
  - Information not provided/available at time of care;
  - Multiple providers/lack of overall coordination of treatment;
  - Treatment delay due to lack of communication between providers;
  - Delay in referral.
- Technical Competence/Appropriateness:
  - Delayed or incorrect diagnosis;
  - Inappropriate treatment;
  - Wrong/Incorrect test ordered, or performed;
  - Procedural error;
  - Failure to refer/perform procedure or service outside their scope of practice, expertise.
- Facility & Environment:
  - The facility does not physically accommodate patient needs;
  - Environment not comfortable;
  - Equipment malfunction;
  - Cleanliness/infection control procedures;
  - Unsafe physical conditions;
  - Provider/administration issues; business practice and/or process at clinic level.
- Administration:
  - Tribal member processing issues;
  - Appealable claims or billing processing issues;
  - Failure to perform duties, in compliance with Federal/State rules and regulations;