

If our patients, families, or caregivers have problems or concerns:

Should you have concerns, problems, or complaints about the quality of care or service that you are receiving, you are encouraged to speak to the people directly involved in your care. If the issue is not resolved to your satisfaction, or if you would like the help of someone not immediately involved, any other staff member is trained to document your concern, offer you a form in which you can document your concern, or direct you to the Senior Management of this health center. If you would like to do so on your own the following address will help you:

Ms Antonia McGuire, CEO
Manet Community Health Center, Inc.
110 West Squantum Street
Quincy, Massachusetts 02171

If you find the above avenues unsatisfactory, you may choose to file a formal grievance with the any of the following agencies:

Massachusetts Board of
Registration in Medicine
560 Harrison Avenue
Boston, MA 02118
617-654-9800

State Department of Public Health
Division of Health Care Quality
10 West Streets
Boston, MA 02111
617-753-8150 or
800-462-5540

(Or, if you have Medicare)
MassPRO
235 Wyman Street
Waltham, MA 02451
800-252-5533

Manet Community Health Center, Inc. is accredited by the Joint Commission on Accreditation of Healthcare Organizations. This is an independent, not-for-profit organization dedicated to improving the quality of health care in organized health care settings. The Joint Commission was founded in 1951 and engages in issues and activities concerning the advancement of health care safety and quality, including public policy initiatives, the development of standards of health care, and accreditation and certification programs. The health center is surveyed by the Joint Commission at least every three years.

A requirement of accreditation is that Manet Community Health Center provides notice to our patients and the general public that when an individual has any concerns about patient care and safety within the organization that the organization has not addressed, and that he or she is encouraged to contact the Administrative Office of the Manet Community Health Center as described above. If the concerns cannot be resolved through the health center, the individual is encouraged to contact the Joint Commission.

Should patients, their families, caregivers and others wish to share their concerns regarding quality of care issues at the health center, the Joint Commission has provided a toll-free hotline.

The toll-free number is 800-994-6610. This hotline is available 24 hours a day, 7 days a week. Staff members are available to answer calls at this number weekdays between 8:30 AM and 5:00 PM central standard time.