

Comments and Concerns

LET US KNOW!

Any patient, family member or employee with comments or concerns related to the quality of care or safety provided at Arkansas Methodist Medical Center, is encouraged to **LET US KNOW**, immediately!

To report a concern:

- Speak with your immediate care giver (nurse, technician) or Physician.
- Request to speak with the department manager or the program director.
- Request to speak to the Nursing Supervisor.
- Call Robin Patten, Social Services Director at (870) 239-7153.
- Call Lana Williams, Chief Nursing Officer at (870) 239-7450.

If your concerns are not resolved, we encourage you to call Administration at (870) 239-7101, Monday thru Friday, from 8:00 am until 5:00 pm. After hours and on weekends, you may contact the Administrative Supervisor on duty by calling (870) 239-7000 or "0" if you're in the building.

You may also send a written complaint to:

Administration
Arkansas Methodist Medical Center
P.O. Box 339
Paragould, AR 72451-0339

AMMC is committed to safe, quality healthcare and is very interested in your comments or concerns. We appreciate the opportunity to resolve your concerns as quickly as possible.

If your concerns are not resolved through the hospital, you may contact the Joint Commission on Accreditation of Health Care Organizations. Such requests should be addressed to:

The Joint Commission

Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Fax: 630-792-5636

[Joint Commission complaint](#)

For additional information, please visit <http://www.jointcommission.org/>.

You may also contact the Arkansas Department of Health at 501-661-2000.

All concerns that are reported will be held in confidence and in no way will affect you or your families care.