



Grievances

If you believe VAMED has failed to honor your rights, or that you have been discriminated against on the basis of race, color, national origin, religion, age, disability, HIV/AIDS status, sex, gender, gender identity or expression, sexual orientation, marital status, pregnancy, or military status, we encourage you to file a grievance to our facility. A grievance may be filed in person, by mail, or by email, but must be received in writing. If you need help filing a grievance, our office staff is available to help you.

To report a grievance or patient's rights concern, please contact:

Attn: Gabriele Whyard, CEO
2281 Valley Ave, Winchester, VA 22602

Or by email at management@vamedgroup.com

Upon receipt of a grievance, VAMED's Policy is to respond as follows:

1. Send a written (email/mail) acknowledgement to the patient or patient's representative within 7 business days of receipt of written grievance and/or conversation with patient or representative. Additional information may be requested from the complainant as needed to investigate and resolve.
2. Sends written grievance (letter/email/summary) to appropriate leadership and the Grievance Committee.
3. Requests a written response from reviewers (clinical leadership, medical chiefs, and/or department leaders as appropriate) within five (5) business days.
4. Reviews the grievance and reviewer responses with Management to determine resolution or appropriateness for further review by the Grievance Committee.
5. Provides a written (email/mail) response to the patient or representative within 30 business days from date of receipt. Written response includes contact information for VAMED representative, steps taken to investigate the grievance, the result of the grievance process, and the date of completion.

I have read the consents and disclosures contained above, and my signature below serves as acknowledgement of a clear understanding of the information above.

Patient Signature