

6260 E. Colfax Avenue, Denver, CO 80220
Medical Clinic Phone 303.962.5317 | Medical Clinic Fax 720.372.7849
Dental Clinic Phone 303.863.0772 | Dental Clinic Fax 303.832.7823

PATIENT GRIEVANCE POLICY

Colorado Health Network Clinical Services (Medical Clinic and Howard Dental Center) strives to bring the highest quality, compassionate Medical care to all individuals. We welcome comments on the quality of our work. If you feel you have not received adequate care and would like to take action, the following is the appropriate way in which to register a complaint:

- If the complaint is about the Medical Assistant, please ask to meet with the Clinical Operations Manager.
- If the complaint is about the Provider, please ask to see the Clinical Services Officer.
- If the complaint is about the front office staff for Medical Clinic Matters, please ask to see the Clinical Services Officer. If the complaint is about the front office staff for operational matters, please ask to see the Clinical Operations Manager.
- If the complaint is about the Clinical Patient Navigator and cannot be resolved with her/him, please ask to see the Clinical Services Officer. If you do not have time to schedule an appointment, please submit your complaint into writing. Send it to: Complaints, Colorado Health Network, 6260 E. Colfax Avenue, Denver, CO 80220. You will receive a written reply in a timely manner.
- If the complaint is about the hygienist or dental assistant, please ask to meet with the Staff Dentist.
- If the complaint is about the Staff Dentist, please ask to see the Clinical Services Officer.
- If the complaint is about the front office staff for Howard Dental Center Matters, please ask to see the Staff Dentist. If the complaint is about the front office staff for operational matters, please ask to see the Clinical Operations Manager.
- If the complaint is about the Dental Intake Coordinator and cannot be resolved with her/him, please ask to see the Staff Dentist. If you do not have time to schedule an appointment, please submit your complaint into writing. Send it to: Complaints, Howard Dental Center, 6260 E. Colfax Avenue, Denver, CO 80220. You will receive a written reply in a timely manner.

Waiver of Grievance Procedure

Any patient who is dismissed from the practice due to abusive or threatening behavior may not be entitled to a grievance procedure.