

What do you hope will happen as a result of your feedback?

In the case of a complaint, I consent to the review team reviewing my medical record to thoroughly investigate my concern:

YES NO

(Please note that the review team will not be able to access the medical records of a person if you are reporting a complaint on behalf of that person. Please contact the medical clinic office to obtain consent forms that would need to be signed in that case).

I wish to receive follow up notification after the feedback form has been reviewed and/or investigated:

YES NO

Signature of person providing feedback

Date signed (day/month/year)

Please return signed and completed Feedback Form to:
Rocky Medical Clinic
5127 49 Street,
Rocky Mountain House, Alberta
T4T 1B8

FAQs

1. What is reviewed during an investigation?

We collect necessary information, which may include medical records, witness statements, or other documentation necessary to investigate your concern.

2. How long does the feedback process take?

If requested, you will receive notice within 14 days that your feedback form has been received. Depending on the nature of your concern, any review or investigation may take weeks to months to complete depending on the complexity and length of investigation. We will provide regular updates throughout the process.