Share a Compliment or a Concern

At the Brattleboro Retreat we want to ensure that patients and their families and/or guardians have a means to provide feedback about their care. We strive to provide a timely and meaningful response to the person(s) making the complaint and/or grievance. The submission of a complaint or grievance will not affect or compromise the patient’s current treatment or the patient’s future access to care. If you have a problem that you cannot solve with your practitioner, nurse, social worker, mental health worker, or other caregiver please contact the Patient Experience Coordinator.

You can share your concern in person, by phone, through a staff member, e-mail, or letter.

Patient Experience Coordinator
Brattleboro Retreat
P.O. Box 803
Brattleboro, VT 05302
802-258-6118
Or email: patient-experience@brattlebororetreat.org

External Resources:
Disability Rights Vermont
(Vermont Mental Health Ombudsman)
141 Main St., Suite 7,
Montpelier, VT 05602
802-229-1355, 800-834-7890

Vermont Psychiatric Survivors
(Advocacy and Mutual Support Services)
128 Merchants Row, Suite 606
Rutland, VT 05701
802-775-6834, 800-603-0144

What happens after we receive your complaint or grievance?

The Patient Experience Coordinator will contact you to get more information about your concern. We will work with you to develop a plan to address the problem. If further investigation is necessary, we will let you know and will send you a letter within seven days describing what we are doing to address your grievance.

Upon the conclusion of the investigation into the grievance, the Patient Experience Coordinator (or designee) will ensure that a written response to the grievance is provided to the patient or patient’s representative. There are always outside agencies you may contact with your concerns and a list of those can be found on the Patient’s Bill of Rights.

The Brattleboro Retreat will honor the rights of all patients and their parents, families, and guardians. The patient’s right to treatment or services is respected and supported. Consistent with Vermont laws that give all patients specific legal rights, while you’re at the Brattleboro Retreat:

- We will treat you with consideration and respect.
- You have the right to access medically necessary treatment regardless of your race, color, sex, national origin, religion, gender identity, sexual orientation, disability, or sources of payment for care.
- An attending practitioner will coordinate your care while you are being treated at the hospital. The attending practitioner will explain your diagnosis, review treatment options, anticipated prognosis, and discuss ongoing health care needs with you and any family member or person you choose to include.
- The people taking care of you will tell you who they are and what they do. You can also ask to know who is responsible for a particular treatment or procedure. You have a right to understand if our providers have professional relationships outside of our hospital.
- We will provide you information that allows you to make decisions about your treatment. With the exception of emergency situations or court ordered treatment, we will treat you only with your permission.
- You have the right to refuse treatment and receive information about potential medical complications that might occur. You have the right to leave the hospital, even if your attending practitioner advises against it, unless you are unable to maintain your own or other people’s safety as defined by law.
- We respect your privacy and dignity. You may request to have another person present during certain parts of a physical exam, treatment, or procedure. Only people directly involved in your care will be present unless you give others permission to be there.
- You can wear your own clothes and religious or other symbolic items, as long as they do not interfere with treatment.
- Your medical information will be kept confidential. In general, we will only share it with others if you give us permission or as otherwise permitted by law. You also have a right to access your treatment records unless doing so would result in serious harm to you. A detailed explanation of your rights has been provided to you in our Notice of Privacy Practices.
- Because interruptions in care can lead to setbacks, we will communicate with other
Patient Bill of Rights

We will assess and treat your pain promptly and adequately.

We will provide an interpreter to make sure that you understand the care and treatment that is being provided to you, if you are hearing impaired or if you have difficulty speaking or understanding English.

We will use restraints or seclusion only if they are necessary to ensure physical safety and if no less restrictive intervention is possible. If you are restrained or secluded, we will talk with you afterwards to learn more about what happened and how we might avoid future restraints and seclusions.

Family and friends are an important part of your recovery, and visiting hours and rights will be reviewed at the time of admission. Whenever possible, families may visit their children and terminally ill patients at any time.

We will let you know if we are conducting research while you are in treatment with us. You can volunteer to participate but you can always say no and we will continue to work with you.

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