

## **PROCESS TO REPORT PATIENT CONCERNS ABOUT CARE AND SAFETY**

1. Concerns about care and/or safety will be directed to the office manager, Doris Cathey, FAX: 501-224-1044, E-Mail: [dcathey@drsuzanneeye.com](mailto:dcathey@drsuzanneeye.com), Address: 12600 Cantrell, Little Rock, Arkansas 72223.
2. The concerns about care and/or safety must be in writing.
3. The written concerns about care and/or safety must identify the problem clearly.
4. The written concerns about care and/or safety will then be discussed with Dr. Yee and any other staff involved by the office manager.
5. A decision will be made as to what course of action to take at this point.  
(Depending upon the nature and severity of the problem, a meeting to discuss the problem may be necessary).

It is the policy of the office of Dr. Suzanne Yee to remedy patient concerns to the satisfaction of all parties involved.