



Medical Communications Complaint Form Instructions

The University of Virginia Health System Medical Communications Center wants all of the interactions with us to be helpful and organized. MedCom plays a very important role in the beginning of patient care and we take this seriously. If you have problems obtaining medical command or delivering a patient care report, please complete the form below.

Please feel free to use this form for any other problem/complaint that you may have with the Uva Medical Communications Center.

INSTRUCTIONS FOR COMPLETING THE COMPLAINT FORM

Before your complaint can be addressed, please provide information that will tell about your situation.

1. Please list your name, agency and the date you are filling out the form. Please document if the incident occurred on a different date.
2. Please provide a means of communication if you would like a follow-up or further results of the investigation.
3. Write in detail what happened that caused you to want to make this complaint. It is helpful if you have people's names and the date and time the events occurred. If there is any other information or documents that can support the things you are saying, please include them when you send in this form.
4. After the form is completed, please place in the MedCom Box in the EMS room.
5. You can also complete the form and email to coh3p@virginia.edu.

I hope you find this helpful in communicating your concerns/problems with MedCom to me. I will take these complaints seriously and will be investigated in a timely manner. These forms will be kept confidential. Please let me know if I can be of any other assistance.

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