

## Hospital admission complaint form

### Who we are

Bankmed (referred to as 'the Scheme'), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the Administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

### Ensuring you get the best hospital care

Bankmed is committed to ensuring you receive safe, high-quality care should you be admitted to hospital. We try to work constructively with hospitals, Healthcare Professionals and other clinical staff to improve quality and safety and to address any concerns our members may have, as they arise.

We encourage you to take your concerns directly to your Healthcare Professionals or hospital, but should that prove to be ineffective we are happy to relay your concerns or complaints (and compliments) to the relevant professionals or managers, and to assist you to have them addressed.

Your feedback is important for us to assist you in resolving your current issues, and to prevent further harm, discomfort and dissatisfaction in the future.

### Tell us about your hospital stay

The purpose of this form is to make it possible for us to provide the hospital with feedback. Please provide us with a detailed account of the events that occurred so we can contact the hospital on your behalf, particularly when a hospital admission has resulted in harm to you or a family member.

Kindly use this form to assist us by providing information that can identify when and where your care took place, who was involved, and what happened to you or your family member.

### What we will do with this form

Bankmed staff will review the information. Usually, we send this to the hospital concerned. On occasion it might be sent to the head office of the hospital group.

We will not share this information with external individuals or parties without your consent. The information will only be shared with the hospital concerned.

We might contact you to provide further information, should this be required.

### How to complete this form

1. Please complete the form in black ink and print clearly, or complete the form digitally.
2. Please e-mail the completed form to [hospitalfeedback@bankmed.co.za](mailto:hospitalfeedback@bankmed.co.za).

#### Member information

Name of patient involved	<input type="text"/>																								
Membership number	<input type="text"/>																								
Hospital name	<input type="text"/>																								
Date of admission	D	D	M	M	Y	Y	Y	Y	Contact number							<input type="text"/>									

