The quality of your experience with our hospital is very important to us. If at any time, while at our hospital you or your companion have concerns regarding effective communication, please notify us at the numbers provided below. The hospital will accept collect calls.

Johnson City Medical Center ADA Administrator: 423-946-2721

For telephone assistance in Tennessee use the Relay Service: TTY (800) 848-0298 or Voice (800) 848-0299

Our Grievance Process for resolving effective communication issues with Patients and/or Companions is:

1. Any individual may register a complaint/grievance without retribution.

2. The patient or the patient companion will notify the ADA Administrator at 423-946-2721. The hospital will accept collect calls. For telephone assistance in Tennessee use the Relay Service: TTY (800) 848-0298 or Voice (800) 848-0299.

3. The ADA Administrator will work with hospital leadership to resolve the complaint/grievance.

4. Within approximately seven days (7) days after the receipt of a complaint or grievance, a member of leadership will follow-up with the patient and/or the patient companion in writing regarding the resolution to the complaint/grievance.

5. If the complaint/grievance cannot be resolved within seven (7) days from the receipt of the complaint/grievance, a member of leadership, or designee will inform the patient and/or patient companion that the facility is still working to resolve the complaint/grievance and the facility will follow-up with a written response once the complaint/grievance is resolved.

6. Patients and/or their companions have the right to register a complaint/grievance without first going through the hospital’s complaint/grievance process. You may contact:

State of Tennessee
Division of Health Care Facilities
Centralized Complaint Intake Unit
665 Mainstream Drive, Second Floor
Nashville, TN 37243
877-287-0010