



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
BOX 99100
YUMA, ARIZONA 85369-9100

StaO 6000.3E
3LA
106 FEB 2001

STATION ORDER 6000.3E

From: Commanding Officer
To: Distribution List

Subj: MEDICAL CARE COMPLAINTS

1. Purpose. To provide instructions and guidance concerning quality health care aboard Marine Corps Air Station, Yuma, and proper procedures for handling medical care complaints.

2. Cancellation. StaO 6000.3D.

3. Background. The availability of quality health care services to authorized beneficiaries is a matter of prime concern to this Command. To ensure the highest level of care possible within the constraints of available resources, open lines of communication must be maintained to identify, evaluate, and resolve problems at the lowest possible level.

4. Action

a. All Commanding Officers will:

(1) Ensure that personnel are aware of and adhere to established rules and exercise proper decorum as it pertains to requesting authorized medical care.

(2) Immediately report all complaints to the Branch Medical Clinic customer Relations Representative, providing:

(a) Name and rank of complainant

(b) Nature of medical care complaint

(c) Time and date of incident

(d) Names of involved medical personnel and witnesses to incident, if available.

b. The complainant should notify a Branch Medical Clinic Customer Relations Representative of the problem/complaint before

leaving the facility. This ensures that the circumstances are clear to all concerned personnel that are still on site, and that a Customer Relations Representative was given an opportunity to correct the problem.

c. Should the complainant be dissatisfied with action taken, that person shall immediately submit the complaint, in writing, with all information listed in paragraph 4a(2) to that individual's Commanding Officer via the appropriate chain of command.

d. The unit Commanding Officer will direct all written complaints to the Officer-in-Charge, Branch Medical Clinic, MCAS Yuma.

e. The Officer-in-Charge, Branch Medical Clinic, MCAS Yuma, will initiate an investigation of the circumstances and submit a written reply to the unit Commanding Officer.

5. Summary of Revision. First line of paragraph 4b changed "the" Branch Medical Clinic to "a" Branch Medical Clinic Customer Relations Representative, added "to" on the third line after clear and "that" after personnel on the fourth line and changed "the" Customer Relations Representative to: "a" Customer Relations Representative.



MARK E. CONDRA

DISTRIBUTION: B