

Santa Barbara Psychiatric Health Facility Grievance Log Fiscal year 2016/2017

Date Received	Date on Grievance	Date of Entry into the Grievance Log	Date of First Contact with Person Filing	Date Ack or Ack/ Disp Letter Sent	Date Resolved	Name	Nature of Grievance	Resolved?	Resolution	Date Beneficiary Notified of Resolution	Type of Grievance
7/25/2016	6/9/2016	7/25/2016	7/25/2016	8/8/2016	8/8/2016	Client #1	Did not receive paid medication that was needed for illness.	Yes	Psychiatrist and medical doctor provided appropriate treatment based on client's medical and mental health needs.	8/8/2016	Medical
8/22/2016	8/19/2016	8/22/2016	8/22/2016	8/30/2016	9/2/2016	Client #2	Not receiving pain medication for dental pain	Yes	Client is being offered Tylenol and Ibuprophen and pain is being monitored by medical doctor. Doctor states that indication was for client to receive narcotic for 3 days only.	9/2/2016	Medical