

# SOP Template: Formal Resolution Communication to Patient

This SOP details the process for **formal resolution communication to patient**, ensuring clear, respectful, and effective communication when addressing patient concerns or complaints. It includes guidelines for acknowledging patient issues, documenting communications, outlining steps for resolution, maintaining confidentiality, and providing timely follow-up. The purpose is to enhance patient satisfaction, foster trust, and uphold professional standards in healthcare interactions.

## 1. Purpose

To provide a standardized process for formally communicating the resolution of patient concerns or complaints, fostering trust and professionalism.

## 2. Scope

This SOP applies to all healthcare staff involved in addressing and resolving patient issues, complaints, or concerns.

## 3. Responsibilities

- **Healthcare Staff:** Responsible for documenting, communicating, and following up on patient concerns.
- **Supervisors/Managers:** Oversee the process, ensure compliance and provide support where needed.

## 4. Procedure

1. **Acknowledge Receipt**
  - Formally acknowledge all patient concerns or complaints in writing (email, letter, electronic platform) within 2 business days.
2. **Documentation**
  - Record all communications and actions taken in the patient's record, maintaining accuracy and objectivity.
3. **Assessment & Investigation**
  - Review the patient's concern/complaint thoroughly and conduct any necessary investigation as per protocols.
4. **Communication of Resolution**
  - Prepare a clear, respectful, and concise communication detailing the outcome, steps taken, and any corrective measures implemented.
  - Ensure communication is empathetic and avoids technical jargon.
5. **Confidentiality**
  - Ensure all personal and sensitive information is handled in compliance with privacy regulations.
6. **Timely Follow-Up**
  - Follow up with the patient within a specified timeframe (e.g., 5 business days post-resolution) to confirm receipt and satisfaction, and to address any additional concerns.

## 5. Documentation

- Retain copies of all correspondence and records of resolution in the patient's file.
- Complete any required internal reporting forms or logs as per organizational policy.

## 6. Review & Continuous Improvement

- Regularly review the SOP and feedback from patients and staff to identify opportunities for improvement.

## 7. References

- Organizational Privacy Policy
- Patient Rights & Complaints Policy
- Relevant healthcare regulations and standards

