

Clinique CIC

SUISSE

Concept for quality and complaints analysis

Clinique CIC Suisse is part of a continuous improvement process of your experience. As an actor of your health, we encourage you to share with us your observations and suggestions about your stay.

Analysis of the survey

We provide patients with a survey, in the form of a paper document placed in each room, on which you can report your satisfaction or complaints. In order to improve the quality of care and treatment, we encourage you to fill it out.

The questionnaire can be handed in when you leave the clinic or sent later by mail/e-mail. The surveys are processed by our quality manager, who sends the teams feedback and comments from patients. If necessary, our quality manager may contact you.

Complaints

In case of problem or dissatisfaction, you have the possibility to write to us. Your mail is confidential and should be addressed to our quality manager.

Mail processing

- The quality manager takes cognizance of the content, and analyzes it.
- She contacts the department managers in order to obtain elements of response.
- She informs the general manager / medical director depending on the situation.
- The quality manager and/or the general manager contacts the sender within 15 days (excluding annual clinic closures).
- If an investigation needs to be carried out in the field and may take longer, we will ask the patient to give us an extension.

Traceability

A traceability of complaints is carried out in order to analyze the causes and improve the care of our patients. The analysis is regularly presented to our employees.

Confidentiality

Confidentiality is respected in relation to the teams. The only people who know the identity of the patient are the general/medical director, the quality manager and the head of the department involved.