



The Hospital Patient Advocate (HPA), acting on behalf of RCRMC, serves as an advocate for patients, families and/or friends, to facilitate solutions to problems, concerns or unmet needs. The HPA coordinates the Inpatient Satisfaction Survey process and is responsible for ensuring patient and family complaints are heard and addressed with an appropriate investigation and response. The HPA will work with hospital clinical and financial staff, including the appropriate department managers and administrators, to ensure every possible resolution is explored for each complaint received.

It is the mission and policy of the hospital that any and all patient/family complaints are addressed initially by the respective Department/Nurse Manager, who is expected to research and respond appropriately. The HPA will facilitate and negotiate resolution when the Department/Nurse Manager is not able to resolve the issue within their respective department.

The HPA is available 8:00 a.m. to 4:30 p.m., Monday through Friday, except weekends and holidays.

You may contact the HPA at (951) 486-4313, after hours, you may contact the House Supervisor.

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