

# V.I. UROLOGIC CENTER, INC.

## Disclosure / Grievance Information

### To Our Patients:

Welcome to the practice, which is owned by Dr. John Franklin, M.D.

**Your Surgeon/Physician:** We would like you to know that Dr. Franklin is board certified by the American Board of Urology and is licensed in the State of New York and the U.S. Virgin Islands. Dr. Franklin earned his medical degree and completed his residency training at Columbia University College of Physicians and Surgeons, in New York. He then completed a two-year basic/clinical research, *urologic oncology fellowship* at UCLA School of Medicine, in California. During his urologic oncology fellowship at UCLA, he made major contributions toward developing both a prostate cancer and kidney cancer database. March 20, 1998, Dr. John Franklin became *board certified* as a Diplomat of the American Board of Urology.

Should you choose to have surgery at this organization, Dr. Franklin will be the only one performing your surgery.

**Your Anesthesia Provider:** Additionally, this organization utilizes credentialed anesthesia providers, with experience and licensed in the U.S. Virgin Islands.

**Should you have a problem:** Please be advised that if you have a grievance or concern the following mechanism exists: Ask for the grievance form from the receptionist. Or you may call the accrediting organization that oversees our compliance with standards of care The Joint Commission on Accreditation of Healthcare Organizations at 800-994-6610, or emailing [complaint@jcaho.org](mailto:complaint@jcaho.org), or The Accreditation Association for Ambulatory Health Care, Inc. at 847-853-6060.

**Make a suggestion:** If you have a suggestion, please place this in writing and hand to the receptionist or mail it to the office.

**Play a part in your care:** We encourage all patients to be actively involved in their care, so please speak up and ask questions of anyone in this organization.

*Additionally, please be advised that this organization does not recognize **Do Not Resuscitate orders** or **Living Wills**. If you have any questions, please see the receptionist.*

**Infection Control:** We provide various in-services to our staff regarding Infection Prevention and Control issues on an annual basis. We also monitor our organization for numbers of infections. This practice educates staff upon hire and annually thereafter in hand hygiene and we follow the CDC guidelines for hand hygiene. We encourage to staff home when they are sick. We provide tissues and garbage cans throughout the facility and encourage everyone to cover their mouth when coughing or sneezing and then wash their hands.