

ASAP Program

Prompt attention and resolution

The team at Golden View Health Care Center is committed to making quality care the primary consideration in everything we do.

If you have a question, concern or suggestion about our services please contact the appropriate member of our leadership team listed below by dialing (603) 279-8111 and then their extension.

| | | |
|--|------------------|-------|
| Director of Nursing | Christina Dunlop | x4137 |
| Director of Resident & Community Relations | Frank Vignand | x4123 |
| Director of Dining Services | John Forsberg | x4135 |
| Director of Case Management | Pat Keefer | x4173 |
| Director of Property Management | Tom Watts | x4133 |
| Director of Business Services | Donna Pavlin | x4127 |
| Assisted Living Administrator | Jordan Murray | x4121 |
| Administrator/Privacy & Compliance Officer | Rosemary Simino | x4132 |
| Compliance Hotline | | x4101 |

Once your message is received, a Golden View staff member will be in touch *As Soon As Possible*. If after speaking with the appropriate leadership team member you are dissatisfied with the resolution, please contact Jeanne Sanders, NHA, CEO at (603) 279-8111 x4126

If you would prefer to send us your question, concern, or suggestion in writing, please mail to Golden View Health Care Center, 19 NH Route 104, Meredith, NH 03253

~

If you or your loved one believes you are not receiving the quality care that you expected, we want to address your concerns *ASAP*.

The compliance hotline is a confidential, dedicated line providing a place where you can leave a message about a concern 24 hours a day. When calling the hotline, we ask that you provide as much detailed information as possible describing your concern. Although you may leave an anonymous message, those who leave their contact information will receive a follow up response and will provide us with an opportunity to contact you for clarification, when necessary.

Compliance Hotline (603) 677-4101

Grievance Official:

Rosemary Simino, rsimino@goldenview.org, (603) 279-8111, x4132
Golden View Health Care Center, 19 NH Route 104, Meredith, NH 03253