



RingRx Communication Guides

Patient Complaints

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team respond to patient complaints calmly and professionally, while rebuilding trust and resolving issues efficiently.

Use This When

- ✓ A patient calls upset or frustrated
- ✓ A patient reports a negative experience
- ✓ A patient disagrees with a policy or process
- ✓ A conversation becomes emotional or tense

Customization Guidance

- ✓ **Acknowledge the concern** before explaining anything
- ✓ **Use neutral language** & avoid assigning blame
- ✓ **Offer next steps** or escalation to a manager if resolution isn't immediate
- ✓ **Summarize** what you heard before moving to solutions
- ✓ If applicable, **research the issue** before returning the call so you're prepared to offer solutions.

Do

- ✓ Listen without interrupting
- ✓ Acknowledge the patient's frustration
- ✓ Apologize for the experience, even if the issue is unresolved
- ✓ Clearly explain what will happen next

Don't

- ✗ Argue or correct the patient mid-conversation
- ✗ Dismiss concerns or quote policy defensively
- ✗ Take the complaint personally
- ✗ Promise outcomes you can't guarantee

Recommended Script

"I'm really sorry you've had this experience.

I want to make sure I fully understand what happened so we can work toward a solution together."



Tone Tip

Slow down. Let the patient speak. A calm, steady tone helps de-escalate tension.

HIPAA Reminder

Confirm the patient's identity before discussing any details related to their care, account, or visit. Avoid discussing sensitive information if others may be present on the call.

RingRx Tip

Voicemail transcription and call logs make it easier to follow up accurately and ensure that concerns are consistently addressed.

Review Note

Review quarterly or when policies, escalation paths, or staffing responsibilities change.