



### APEX HARMONY LODGE FEEDBACK FORM

We welcome feedback concerning our care and core services to our residents. Do forward the completed form to the front desk staff for Management to respond to you. We will respond within 5 working days upon receipt of feedback. All information will be kept confidential.

<b>PART 1 – Feedback/Compliments Details</b>	
Informant Name: Mr/Ms/Mrs/Dr	Resident's Name & Ward: (if different from informant)
Email :  Mailing Address:	Contact Tel:  Email:
Feedback given via (please circle) : phone/verbal/letter/email/website	Date of feedback received:
Location of Incident:	Recorded by Staff ( if applicable) : Name – Department –
<b>Part 2 - Feedback /Compliments Summary</b>	
Date & Time of incident:	
Feedback/Compliments related to  <input type="checkbox"/> financial issue <input type="checkbox"/> billing & payment <input type="checkbox"/> nursing care service <input type="checkbox"/> social work service <input type="checkbox"/> therapy service <input type="checkbox"/> finance service <input type="checkbox"/> environment <input type="checkbox"/> visit experience <input type="checkbox"/> others-  _____	Short-Write-Up:  _____ _____ _____ _____ _____ _____ _____
<b>Part 3 – Follow-up Actions</b> <i>*Head of department to revert to Management within 10 working days after action is taken. If media is involved, please notify MOH.</i>	
In charge Name: Department: Tel Ext No:	Reply by (date):



<b>Investigation &amp; Resolving Complaint/Compliments</b>	
Date of Investigation:	Staff involved:
Investigation done:	
Investigation Results:	
Follow-up Action(s) Taken: <i>*record date and time for each action</i>	
<b>Part 4 – Review by QAC</b>	
Resolved? Yes / No	Further follow-up needed Yes / No:
QAC staff name:	Date ( case closed):