

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	Kerri Dutton	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	Ann Blake	x4127
Assisted Living Administrator	Heidi Murray	x4113
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

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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 that 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