

### **Key components for RAC's Alternative Dispute Resolution process.**

- A process which ensures two parties having a disagreement regarding an emergency healthcare issue have a venue to bring the dispute forth and attempted to have it resolved at a local level (RAC) vs. taking it directly to the state level as the first step in the process.
- A process which encourages communication between the parties, and focuses on the parties' real interests, rather than on their positions or demands, enabling them to address the real concerns underlying the conflict.
- The dispute among two parties is handled and resolved through a predetermined method approved by the RAC membership which outlines the specific steps of the process, and establish time periods for each step.
- A process to gather neutral or impartial third party, with no vested interest in the outcome of a dispute to facilitate the proceedings.
- A defined process for the solicitation of written responses to the protest from interested parties.
- A process specifying timeframes to notify interested parties of the outcome of the ADR process.