

COMPLAINT RESOLUTION POLICY

This office has a policy to allow any patient the right to register a complaint regarding services and billing relative to dispensal of Durable Medical Equipment.

Any complaints regarding Durable Medical Equipment should be submitted in writing to the office manager on premises. Our office staff will address any complaint in a timely fashion – within 14 working days. We will adhere to the Medicare Durable Medical Equipment Supplier Standards which all patients receive a copy prior to their receipt of Durable Medical Equipment.

We will take any necessary steps to obtain proper information from the Medicare National Supplier Clearinghouse (NSC) to assure that regulations are followed relative to any complaint. We will notify the patient submitting the complaint, in writing, the action taken to resolve the complaint.