

PROCEDURE FOR REPORTING GRIEVANCES OR COMPLAINTS (CLIENT COPY)

POLICY

It is the policy of Henley Medical to assure customer satisfaction with equipment and service. In the event that you as the customer are not satisfied with your equipment and/or service the following procedure will be followed:

PROCEDURE

All patients under the care of Henley Medical have the right to voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of Henley Medical. Under no circumstances will a patient be subjected to discrimination or reprisal for doing so.

Upon the initial assessment you as the client/caregiver will be provided with a written copy of Henley Medical's grievance and complaint policy and procedure. This policy will be explained completely so that you understand your right to register a complaint or grievance against Henley Medical or staff. You will be informed at initial assessment that you may file a grievance or complaint by calling Ave Henley, Compliance Officer, at (423) 698-4200. You may also file your grievance or complaint in writing to Ave Henley, Henley Medical, 1090 McCallie Avenue, Chattanooga, TN 37404; or by e-mail to amhenley@henleymedical.com. If you are not completely satisfied with the handling of your complaint or grievance you may contact the State of Tennessee Healthcare Facilities Complaint Hotline at 877-287-0010 and/or the Accreditation Commission for Healthcare, Inc. complaint hotline at 919-785-1214.

Your providing ATP and any other appropriate staff member will be notified of the complaint or grievance. Within five calendar days of receiving a complaint from a Medicare beneficiary, Henley Medical shall notify the patient, using either oral, telephone, e-mail, fax, or letter format, that it has received the complaint and that it is investigating. The grievance will be documented in the progress notes in your file and a Complaint Report will be generated. A copy of the report will be placed in your file. Within fourteen days, Henley Medical shall provide written notification to the beneficiary of the results of its investigation and response. Every attempt will be made to resolve the grievance within a reasonable amount of time. If a complaint is received after business hours, every attempt to resolve the issue will be made by the staff on call at that time. Henley Medical shall maintain documentation of all complaints received, copies of the investigations, and the responses to the beneficiaries.

Documentation of all activities involved with the complaint, investigation, analysis and resolution will be kept in the client's file. Effective action taken and outcome will be recorded and kept in the customer's file. All communication with the customer/caregiver/family will be documented and kept in the customer's file.

Customer satisfaction surveys will be given to the client upon equipment delivery or mailed to clients who received equipment or repairs with a stamped return envelope. When the surveys are returned they are reviewed for complaints or negative responses.

Negative responses: Negative responses will be handled as a customer grievance and a complaint form will be completed and given to the client's ATP for immediate follow-up. The grievance will be recorded on the grievance log sheet. The Compliance Officer will retain a copy of the complaint form and will follow up with the ATP no later than 10 days from the date the survey is received. The appropriate billing person will be notified that a negative survey is in process, in case any subsequent billing issues arise.

You, the client/caregiver, will be notified in writing of what steps have been made to resolve any issues mentioned on the survey form. A copy of the survey form and, when applicable, complaint form will be filed in the client's chart. Henley Medical will maintain records of all grievances/complaints, investigation and outcomes, and report to leadership through the PI committee.