

Complaints

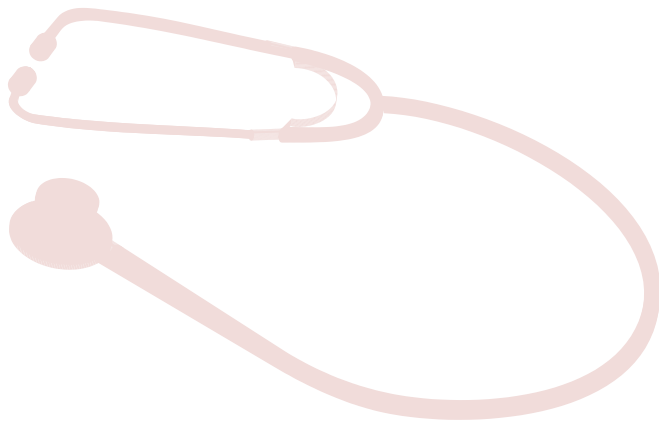


Although we will make every effort to provide you with the best possible service, occasionally problems will occur. Please be informed that you as a patient have every right to express your concerns without fear of repercussion.

If you have a complaint, a complaint report will be filled out. After receipt of the complaint report we will make every effort to resolve the issue within a 5-day work period, unless you have been informed otherwise.

You will be provided a written notification within 14 calendar days of the outcome of the manager's investigation. If you feel your complaint has been unresolved please contact our corporate office or go to the following URL on our website to complete an online survey:

medicalservicesofamerica.com/surveys.aspx



MSA does not discriminate on the basis of race, color, religion, sex, national origin, age or disability with regard to admission, access to treatment, or employment.

Understanding Our Services



Upon the initial set up, a qualified representative will provide the following information:

- **Patient Rights & Responsibilities brochure.**
- **Complete explanation of services and who will perform them.**
- **Detailed instruction of the operation of equipment left in your home.**
- **Your right to refuse equipment or services and expected consequences.**
- **Explanation of billing services for equipment.**
- **Who to call if problems arise.**

Your equipment representative will provide you with verbal and written instruction. You will be required to sign an instruction checklist indicating you have been instructed and fully understand the use of equipment. If you have any question prior to signing, please don't hesitate to ask.

Please contact our representative at:

MEDICAL SERVICES OF AMERICA, INC.

www.MedicalServicesofAmerica.com

MEDICAL SERVICES OF AMERICA, INC.



Patient's Rights and Responsibilities





Mission Statement



Our mission:

- **To be a leader in the evolution of the home health care industry.**
- **To embrace change by confronting the future while maintaining quality out comes for the patient and the community.**
- **To provide appropriate care, professional support and the resource 'LINK' to the health care community.**
- **To be fiscally secure in the provision of care.**

L.E.A.P.

To Our Customers



As a patient, you have specific rights and responsibilities in relation to your medical equipment needs. To gain maximum benefit from your relationship with your equipment provider, it is imperative that you become totally familiar with this booklet.

The Doctor, Your Equipment Provider and the Patient



In most cases, your equipment provider will be called in to assist in your medical needs by order from your doctor.

Although your equipment need and treatment is based on the doctor's prescription, you have the right to make informed decisions regarding your care from the initial stages through any revisions. Good communication between all parties will assure you will receive the best possible care available.

Your Responsibilities for Maintaining Quality of Care



- Having a caregiver available to assist in equipment use and maintenance.
- Following equipment guidelines as instructed.
- Informing your equipment provider immediately of any equipment problems.
- Complying with equipment / service charge payment plan if applicable.
- Being available during normal business hours for routine delivery and servicing of equipment.

Our Responsibilities To You



- Based on our current policy and procedures we will provide you the equipment/services on an on-going basis.
- HME personnel are not trained or qualified to initiate CPR. In the event of a medical emergency, 911 should be called for assistance.
- We accept the responsibility for providing your medical equipment and service needs within our capabilities. If we are unable to meet these obligations we will assist you in making the necessary arrangements from another vendor.

Confidentiality of Your Medical Records



All information in relation to your medical needs will be treated with confidentiality. Only those with authorization will receive this information. All personnel will be totally familiar with this policy.

Questions



For routine questions concerning billing, delivery of supplies, etc... please call from 8:30 a.m. until 5:00 p.m. Monday through Friday. However, if you have a medical equipment emergency, we provide 24 hour, 7 days-a-week service for these problems, The local telephone number will be provided on the initial set up.