

Back Pain Home Supplies, LLC
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DME MEDICARE COMPLAINT RESOLUTION PROTOCOL

The practice adheres to following the 30 Supplier Standards of Medicare. All products come with a full manufacturer's warranty. The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Any service, equipment and billing complaints will be communicated to the management team and upper management.

Complaints will be documented in the DME Medicare Beneficiaries Complaint Log to include the following information:

- Patient's name, address, telephone number, and health insurance claim number
- Date the complaint was received by the clinic
- Name of the person receiving the complaint
- Summary of the complaint
- Summary of actions taken to resolve the complaint

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a DME Coordinator within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively from an administrator up to the practice owner of Dr. Mark Loftis. The patient will be informed of this complaint resolution protocol at the time service is scheduled.