



## **Protocol for Resolving Complaints from Medicare Beneficiaries**

You have the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the *Medicare Beneficiaries Complaint Log*, and completed forms will include:

- Patient name
- Address
- Telephone number
- Health insurance claim number
- Summary of the complaint
- Date the complaint was received
- Name of the employee receiving the complaint
- Summary of actions taken to resolve the complaint

*If you should have a complaint, please report it to the Doyle Medical Compliance Officer at 330.436.0048.*

All complaints will be handled in a professional manner. All logged complaints will be acted upon and responded to in writing or by telephone by a manager 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 and up to the president or owner of the company. For unresolved issues please contact our accrediting organization, The Compliance Team at 1.888.291.5353.

*You will be informed of this complaint resolution protocol at the time of set-up of service.*

## **Product Warranty/Replacement Policy**

Products provided through Doyle Medical are covered by the manufacturer's warranty. If a product is found to be defective, Doyle Medical will work with the manufacturer to replace the product at no charge. Product instructions can be found in the packaging. If there are any questions regarding the use of the product, please contact your caregiver or physician, or call Doyle Medical at 330.436.0048 for product information.

## **How to Reorder Supplies**

Thank you for ordering from Doyle Medical, LLC. Our goal is to make sure you never run out of supplies. When it comes time to replenish or reorder your supplies, please call us at 866.321.3508.