

PATIENT COMPLAINTS/GRIEVANCES POLICY

Patients/clients and caregivers have the right to have all complaints heard, investigated and whenever possible, resolved. TMed Holdings Inc., dba Charm Medical Supply promotes open communication between patients/parents/guardians and staff. The Company respects both the patients' rights and the need for effective communication.

Patients/clients are free to voice complaints or grievances regarding policies or services and recommend changes without coercion, discrimination, reprisal or unreasonable interruption of services. The complaint process includes intake, investigation, corrective action as applicable, complaint resolution, and follow-up. Patients receive required documentation about The Company's complaint-resolution process within their intake documentation.

TMed receives, investigates and responds to complaints and recommendations received from patients/clients. Upon admission, TMed provides oral and/or written notification of its complaint-resolution process and other resources for registering complaints. The patient's/customer's record must document all communication, signed and dated by a staff member.

A patient/client may file a complaint or grievance by calling customer service at 877-94-CHARM or 781-829-9813. The complaint may also be submitted in writing to the Company President, Peter Tallas at the TMed Pembroke office.

The complainant will be notified within 5 business days of receipt that the complaint has been received and is being investigated. The Company will initiate an investigation by interviewing staff involved, reviewing delivery van logs, checking patient's file including delivery slips and other documentations. If necessary, the patient and/or caregiver will be contacted for more information. If collateral sources are to be contacted for information, the patient will be notified and information release forms will be obtained.

Within 14 business days, a written response of the outcome of such investigation for the complaint resolution will be sent to the patient.

A complete report of the initial complaint and subsequent investigation and resolution is to be kept by the Compliance Manager in a secure file, and a summary is documented in the patient's file.

Patients may call our accrediting organization, CHAP, to file a complaint or question about Charm Medical Supply as an organization if deemed necessary.
CHAP Hotline: 1-800-656-9656 (9-5pm Monday-Friday).

Patients may also call MassHealth at 1-800-841-2900 or Medicare at 1-800-633-4227 to register complaint, if deemed necessary.