



Patient Grievance and Complaint Procedure

Our patients are especially important to us. We follow comprehensive Patient Grievance and Complaint procedures to help resolve problems that arise in a rapid and effective manner.

1. When you have a concern that does not need to be addressed immediately, you may speak to the person delivering your equipment at the next visit.
2. If you do not want to wait to speak to the delivery person, or if the issue you have involves one of our employees, call our office to speak with a manager.
3. If you wish to contact us in writing, we have included a Patient Communication Form for you to complete and mail.

Janz Medical Supply is accredited with Accreditation Commission for Health Care (ACHC). If you have any feedback, questions, concerns, or wish to file a complaint against our facility with them, you may contact them at 919-785-1214 and request the Complaint Department. Their office hours are Monday through Friday 8:00 a.m. to 5:00 p.m., Eastern Time (ET).

To report abuse, neglect, or exploitation of a disabled adult or an elderly person, please call toll free the ELDER HELP LINE - 1-800-96-ELDER.

Any feedback, questions, concerns, or wish to file a complaint against our facility directly to Medicare call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Patients may also call North Carolina Division of Health Service Regulation (NC DHSR) at (800) 624-3004 (within N.C.) or Medicare at 1-800-633-4227 to register complaint, if deemed necessary.

Addressed the complaint within 5 business days sign/date _____

Letter sent within 14 business days sign/date _____