



## Complaints, Concerns, Grievances and Questions

As our client, you have the right to voice complaints, concerns, or grievances and to ask questions about treatment, care or services that is/are (or fail(s) to be) furnished, or regarding lack of respect for property right to voice grievances and request changes without restraint, interference, coercion, discrimination, or reprisal or unreasonable interruption of service without reprisal or discrimination for same.

Complaints, concerns, grievances, and questions may be registered with the Manager by phone, in person, or in writing. The address and phone are:

- **CarePro Home Medical:** 402 10<sup>th</sup> Street SE, Suite 600, Cedar Rapids, IA, 52403. (319) 298-0953
- **CarePro Home Infusion:** 402 10<sup>th</sup> Street SE Suite 700, Cedar Rapids, IA 52403. (319) 363-1284
- **Kelly's Home Medical:** 730 E. Kimberly Rd., Davenport, IA 52807-1621. (563) 386-1553

If the Manager is not available, you may register your complaints, grievances, concerns, or questions with any employee. If an employee receives a complaint, concern, or grievance, regarding services provided, and they cannot resolve the issue for you, s/he will inform the Manager within 1-2 business days, or sooner as appropriate.

If you have an urgent concern after hours that cannot wait until the next business day, you may contact the on-call employee. This employee will receive and record complaints, concerns, and grievances after hours. When possible, s/he will resolve the issue for you. If the on-call employee cannot resolve the issue, s/he will report the complaint, concern, or grievance to the Manager within 1-2 business days, or sooner as appropriate.

The Manager or supervisor will contact you (or your responsible party) about your complaint, concern, grievance, and/or question. The Manager or supervisor will discuss the situation, gather, review, and evaluate information, and attempt to resolve the situation. The Manager will communicate the results of this process as well as a proposed resolution within five (5) business days. The Manager or supervisor will prepare a written response and explanation for you as soon as possible, but no later than 14 business days after the complaint is received.

If the complaint is not resolved to your satisfaction, it may be appealed to the Executive Officer within 30 days after the resolution or decision was provided. The Executive Officer will review the information and all pertinent company policies and make a final determination. You will be given a written report of findings and recommendations.

If the complaint is still not resolved to your satisfaction, you may voice your complaint to the Medicare Hotline at 1-800-633-4227 or the Accreditation Commission for Health Care, Inc. at (919) 785-1214.

### HOME MEDICAL

#### CarePro Corridor

CarePro connects you with the medical products you need and the professional support you deserve.

**Cedar Rapids • 402 10<sup>th</sup> Street SE • Suite 600 • Cedar Rapids, IA 52403 • (319) 298 - 0953**

**Hours:** Monday - Friday 8:30 AM - 5:00 PM • Saturday 8:30 AM - 12:30 PM

**Pavilion • 202 10<sup>th</sup> Street SE • Suite 117 • Cedar Rapids, IA 52403 • (319) 369- 9620**

**Hours:** Monday - Friday 8:30 AM - 5:00 PM

**Coralville • 474 1st Avenue • Coralville, IA 52241 • (319) 351 - 3930**

**Hours:** Monday - Friday 8:30 AM - 5:00 PM

#### Kelly's Eastern Iowa

**Davenport • 730 East Kimberly Rd • Davenport, IA 52807 • (563) 386-1553**

**Hours:** Monday - Friday 8:30 AM - 5:00 PM

**Clinton • 931 13th Avenue North • Clinton, IA 52732 • (563) 242-2305**

**Hours:** Monday - Friday 8:30 AM - 5:00 PM

**Services:** Aids to Daily Living, CPAP/BiPAP for Sleep Apnea,

Hospital Beds, Oxygen, Bath Safety Products, Orthotics,

Lift Chairs, Ostomy Supplies, Urological Supplies, Stair Lifts,

Ventilators, Wound Supplies, Ambulatory Aids, Compression Stockings

### HOME INFUSION

**Cedar Rapids • 402 10<sup>th</sup> Street SE • Suite 700 • Cedar Rapids, IA 52403 • (319) 363-1287**

**Hours:** Monday- Friday 9AM- 5:30PM

**Services:** Infusion Therapies – Total Parenteral Nutrition, Anti-infective

Therapies, Pain Management, Hydration and Electrolytes, Enteral Nutrition, Inotropic

Therapies, Subcutaneous and Intravenous Immune Globulins, and Specialized

Parenteral Therapies.