



PATIENT COMPLAINT PROCEDURE

1. All patients are given a local telephone number to register complaints.
2. Complaint calls will be charted in the patient’s file by the office staff.
3. The practioner who provided service will take the complaint phone call and attempt to resolve the complaint over the phone.
4. If the phone action is inadequate, ask the patient to come in to the office to meet with the practioner and the manager to resolve differences.
5. If the patient is not satisfied, set up a meeting with the owner of the company to resolve the complaint.
6. Final step is to send the complaint to arbitration with the Better Business Bureau arbitrators.

PATIENT COMPLAINT FORM

TO OUR PATIENTS: You have the right to make a complaint concerning our HIPPA policies and procedures to our compliance with the policies and procedures.

We encourage you to submit your complaint to Atlantic Prosthetics & Orthotics/UNC Prosthetics & Orthotics. However, you do have the right to complain directly to the Secretary of the Department of Health and Human Services.

We will make every attempt to address your complaint immediately. If you do submit a complaint, Atlantic Prosthetics & Orthotics/UNC Prosthetics & Orthotics will not intimidate, threaten, coerce, discriminate against or take other retaliatory action against you, and will not compromise your treatment in any way.

Patient Name: _____ **Phone#:** _____

Address: _____ **Insurance ID#:** _____

Complaint: _____

Patient Signature: _____ **Date:** _____

Select Office Location: UNC Hospitals (101 Manning Dr) UNCH Prosthetics (200 Timberhill Pl)