

# Orthopedic Arts



State of the Art Artificial Limbs and Braces

## **Protocol for Resolving Concerns from Patients**

The patient has the right to freely voice grievances and recommend changes in care or services without fear or reprisal or unreasonable interruption of services. Service, equipment and billing complaints will be communicated to management. These complaints will be documented in the Complaint Log and completed forms will include patient's name, address, telephone number, health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving it and the summary of actions taken to resolve the complaint.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon and responded to in writing or by telephone by a manager within a reasonable amount of time. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively up to the president/owner of the company.

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

Please send your concerns or report inappropriate behavior to private emails:  
stephmanu@gmail.com (Stephan Manucharian, Clinical Director)  
krisguk@gmail.com (Kristina Gukasian, Administrator)