

COMPLAINT PROCEDURE

Family Wellness Center, Inc. and Advanced Therapy Center of Delray Beach provides a process for client's to lodge an oral, written, or telephone complaint about the products and services provided. We have a complaint resolution system for identifying, responding to, and resolving complaints in a timely manner. All written, oral, and Name of client or caregiver voicing the complaint. **We will respond to your telephone call in five days and resolve complaint within fourteen days.**

A summary of the complaint, including:

- Date received
- Name of the person receiving the complaint
- A summary of actions taken to resolve the complaint
- If an investigation is not conducted, the name of the person who made that decision, along with the reason for not conducting an investigation
- Signature of supervisor

All employees are trained in how to handle complaints. Copies of all complaints and investigations are kept on-file for at least three years. All complaints are summarized and presented to Executive Management quarterly.

If you have a complaint, please contact us at 561-498-1098.

Medicare Consumer Complaint Line: 1-800-Medicare

BOC: 410-581-6222

State of Florida : 1-800-435-7352

EMERGENCY PREPAREDNESS

Family Wellness Center, Inc. and Advanced Therapy Center of Delray Beach has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility, chemical spills in the community, hurricanes, tornadoes and community evacuations. Our primary goal is to continue to service your health care needs. It is your responsibility to contact us regarding any supplies you may require when there is a threat of disaster or inclement weather so that you have enough supplies to sustain you.

If a disaster occurs, follow instructions from the civil authorities in your area. We will utilize every resource available to continue to service you. However, there may be circumstances where we cannot meet your needs due to the scope of the disaster. In that case, you must utilize the resources of you local rescue or medical facility. We will work closely with authorities to ensure your safety.

This page remains with the patient