

Our Commitment to You

We recognize that this time can be very stressful for you, your child, and family. It is our hope that by providing high quality services, we can make life just a little easier for you.



Should we fall short of this commitment, please feel free to tell us your concerns, complaints, or comments regarding care, service, medications, supplies, or equipment.

We assure you that we view your feedback as an opportunity to improve our service and that your concerns or complaints will be heard. We will make every effort to reach a mutually-agreed upon solution.

The following information and steps will help you through the complaint process.

You may file a complaint by:

Stopping by our Office at

2800 Cleveland Avenue North, Roseville MN 55113

Calling

651-642-1825 or 800-225-7477 (toll-free). You may speak with whoever answers the phone or you may request to speak to a Senior Vice President or the President.

Writing to

One of our Senior Vice Presidents or our President at the above address.

Your Concerns will be Reviewed

The PHS Management team will review your concerns and you will receive a response from PHS within five calendar days. In addition:

- Your information will be held in the strictest confidence
- PHS will in no way seek reprisals because of a complaint
- All complaints and resolutions are reviewed monthly at our Quality Improvement Committee meetings

It is our goal to provide high quality service to our patients and families. We view your complaints and concerns as an opportunity to improve our quality of care and service to you.

PHS is accredited by the Joint Commission. If your concerns cannot be resolved by PHS, you are encouraged to contact the Joint Commission by phoning 1-800-994-6610 or on the web at www.jointcommission.org.

Equipment and Supply Complaints

It is important to us that your complaints on any equipment or supply provided by PHS are dealt with promptly. Please contact us if you suspect any PHS product is damaged or defective. We will need:

- The product name and reorder number
- The defective or damaged product. **NOTE! If you no longer have the defective or damaged product AND a replacement is needed, you will be charged for the replacement.**
- A detailed explanation of what you think may be wrong with the defective product
- The length of time you used the product before it stopped working as it should

All damaged or defective products will be looked at in our Equipment Processing Center and forwarded to the manufacturer if further testing is needed.

After testing the product to determine the defect or cause of damage, a report will be created. If the defect is covered under manufacturer warranty for the product, an exact replacement product will be sent to you at no charge. *Please note that you will be charged for any product ordered by you as a replacement if the defect is NOT covered under manufacturer warranty or there is damage as the result of obvious misuse/abuse.* PHS will communicate to you the report of the testing details as provided by PHS and/or the manufacturer.