

DISASTER PROCEDURE

In the event of inclement weather, we would like to inform you of our policy regarding travel during the snow, ice, and tornado season. Every effort will be made to make sure that you receive the care and attention you deserve.

We, at RSM, would like for you to be prepared in the event of a disaster. It is always a good idea to keep a flashlight and a radio with working batteries. In the event of a disaster, each patient's clinical situation will be assessed and prioritized. Those patient's having more acute needs will be of highest priority. Patients that are receiving continuous oxygen are deemed first priority. All oxygen patients are provided with back-up tanks. Once our supply of tanks has been depleted, we would like to give you some idea of what you can do.

Call the local emergency management agency in your county and see if there is a shelter where you can stay. Be sure to listen to your local radio station for information about the power situation. You may have family or friends that will allow you to stay with them. If all else failed, and your health is compromised go to your local hospital.

GRIEVANCE PROCEDURE

It is our goal to provide quality service at all times, should you feel that our staff has failed to abide by our policies or has in any way denied your rights, please follow the following steps without fear of discrimination or reprisal. The first step would be to call the Riverside Medical Manager. The office Manager will have 2 days to investigate the situation and contact you with the solution. If the Office Manager cannot seem to settle your situation then our accreditation organization can be called. If the patient is a Medicare patient, the Medicare will be called. Below is a list of numbers to call.

CHAP Accreditation – 800-656-9696

Hours of Operation – 8 A.M. – 5 P.M. Eastern Time

Reason for complaint information

Medicare – 800-633- 4277