

ENOS HOME OXYGEN & MEDICAL SUPPLY PATIENT COMMUNICATIONS FORM

At Enos Home Oxygen & Medical Supply we genuinely strive to provide the highest quality in health care services for our clients. That's why your concerns are our concerns.

To ensure that our service meets your total satisfaction, we ask you to describe completely any problem, concern, or compliment you may have. This completed form will be routed directly to the facility manager, who will promptly review any issue and will make verbal or written communications with you to assure you the problem has or is being addressed.

We Appreciate your candid comments as well as your assistance in helping us to continually improve our service to our many and valued customers.

Individual completing form:

Date of form completion:

Name of affected individual:

Phone Number:

Address:

City: _____ State: _____ Zip: _____

Initial Date of Issue: _____

Describe issue:

Health Insurance Claim Number (if applicable):

Initial Date of Issue:

Signature

Date

Corrective Measure (office use only):

The Joint commission encourages those having concerns or complaints about the quality of care provided to bring those concerns or **complaints first to the attention of Enos Home Oxygen & Medical Supply management**. If you have concerns are not addressed to your satisfaction, you may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register a complaint by calling 1-800 994-6610 or E-mailing Complaint@jointcommission.org.

You can also contact the joint commission with patient safety concerns:

- At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

