



**Manfredi
Orthotic
Prosthetic
Affiliates, LLC**

INFORMAL GRIEVANCE PROCEEDURE

Patients are encouraged to contact our patient care facility with any grievances regarding quality of care, products, administrative or billing issues, practitioner involvement, etc.

If the grievance relates to a product, the patient is seen by the practitioner who dispensed the device(s) to them to determine and correct the problem. If the problem is resolved, no further action is taken. The results are documented in the patient's chart.

If the grievance involves quality of care, the Facility Manager is consulted to define and resolve the problem. If the patient is satisfied, no further action is taken. The results are documented in the patient's chart.

If the patient is still dissatisfied, OPMC will arrange for the patient to be evaluated by a different patient care Facility Manager within the organization and also consult the referring physician to resolve the case.

Billing and administrative grievances are referred to the Credit Manager who interacts with the patient and the personnel involved to define and resolve the problem.

Administrative Office

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