

Complaint Resolution Protocol

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal. Service, products, and billing complaints will be communicated to management. These complaints will be documented in the Medicare Beneficiaries Complaint Log. All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone, by a manager within a reasonable amount of time after receipt of the complaint.

Warranty Statement

Every product sold or rented by our company carries a 90-day warranty or applicable manufacturer's warranty. Human Technology and Its Affiliates will notify all Medicare beneficiaries of the warranty coverage, and we will honor all warranties under applicable law. Human Technology and Its Affiliates will repair or replace, free of charge, Medicare-covered equipment that is under warranty. In addition, an owner's manual with warranty information will be provided to beneficiaries for all durable medical equipment where this manual is available. Our warranty does not apply to anatomical changes, misuse of the device or alterations made by anyone other than Human Technology and Its Affiliates.

For More Information on our Patient Care Locations,
please visit: www.humantechpando.com

Human Technology & Its Affiliates
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