

At Medical Service Company we strive to provide the highest quality health care services to our patients. Your concerns are important to us!

Medical Service Company (MSC) is accredited by the Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a healthcare provider that has achieved ACHC accreditation, you can take comfort in knowing that you will receive the highest quality care.

**In case of an equipment malfunction please call 1-800-824-1400**

To ensure that our service meets your total satisfaction, we want to know if you have any issues or concerns regarding your care, treatment and/or services provided, including any concerns regarding safety.

If you have any concerns about the product or service that you receive from MSC, you may also contact ACHC directly at 855-937-2242.



We appreciate hearing your concerns as well as your assistance in helping us to improve our services to our patients. Please complete the form below or contact the MSC Compliance Officer directly at 440-797-1548 to report your concerns.

Please email your completed form to [auditandcomplianceteam@medicalserviceco.com](mailto:auditandcomplianceteam@medicalserviceco.com) or send via mail to 24000 Broadway Avenue, Cleveland, Ohio 44146

**Individual Completing Form:** \_\_\_\_\_

**Date of Form Completion:** \_\_\_\_\_

**Date of Incident:** \_\_\_\_\_

**Patient Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Home Address:** \_\_\_\_\_

**Health Insurance Information (Name/ID#)** \_\_\_\_\_

**Describe Concern (use back side if necessary):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*All reported complaints, concerns or grievances will be investigated promptly. MSC will notify the patient within five (5) business days that we have received the report. Within 14 business days, MSC will provide written notification to the patient of the results of its investigation.*