

# REHAB SERVICES, LLC

## COMMUNITY RESOURCES

**U.S. Dept. of Health & Human Services**  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
877.696.6775  
www.hhs.gov

**Dept. of Health and Mental Hygiene**  
201 West Preston Street  
Baltimore, MD 21201  
877.463.3464  
www.dhmh.state.md.us

**State of Maryland Resources**  
877.634.6361  
www.maryland.gov

**Maryland Public Libraries**  
www.publiclibraries.com/maryland.htm

## CLEANING INSTRUCTIONS

Before conducting any cleaning operation, SWITCH the unit OFF and disconnect the power supply. Use a DISINFECTANT (PROPANOL/ISOPROPANOL or ALDEHYDE-based solution). Spray the disinfectant on the SURFACES (plastic shells and metal components), wipe with soft clean cloth. Allow to dry.

For optimal hygiene, a new set of pads is used for each patient. To disinfect the pads, wash at 30°C with use of a disinfecting solution during the rinsing cycle.

## EMERGENCY PROCEDURES

All staff is available 24 hours, 7 days a week via office voicemail/paging system: **800.486.5633, ext. 0.**

In the event of "acts of nature" such as power outages or surges which may cause electrical fuses to blow in CPM:

- CPM will not work without power; there is no battery back-up. Therefore, patient cannot resume use of the CPM until power to their place of residence has been restored. There are no adverse effects to the equipment in the event of a power outage. In addition, there is no potential harmful risk to the patient.

In the event of equipment malfunction, the equipment will be pick-up up and replaced within 24 hours of patients notification to Rehab Services, LLC.

All patients are given paperwork and business cards with Rehab Services, LLC contact information. In addition, there are identification stickers on the CPM Machines. At time of set-up, the patient is informed to contact the office in the event of equipment failure.

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## COMPLAINT/GRIEVANCE PROCESS

### **PURPOSE**

Patients of Rehab Services, LLC are free to voice concerns about the care or services provided, recommend changes or solutions without coercion, discrimination, reprisal or unreasonable interruption of service. Complaints, concerns and grievances are received, investigated and acted upon in a manner that includes recommendations for resolution and other information about other resources for registering complaints. Patients receive notification of their rights to express concerns regarding care or services within the patient rights and responsibilities documents upon admission to the program. Staff is empowered to resolve complaints and is trained to understand their role in the complaint process **and** in educating the client in his/her role in the complaint process.

### **POLICY**

**A complaint is a dispute, controversy or incident that requires an action by a member of our staff.**

The Owner is informed of situations that may become detrimental to good patient/client relations, and is committed to maintaining a consistently high level of patient/client relations. The grievance procedure/contact is included in the Patient/Client Rights and Responsibilities, which is given to each patient/client upon admission.

### **PROCEDURE**

1. All complaints will be responded to within 24 hours if not same day. The staff member receiving the complaint will discuss the situation with the patient/client. If it can be resolved to the patient's satisfaction, then no formal complaint is filed.
2. If the complaint has been resolved but additional action is necessary, the staff will report this to their supervisor within 24 hours who will continue to resolve the potential for future complaints and consider this for performance improvement
3. If the complaint cannot be resolved to the patient's satisfaction, the staff and/or patient will notify the Owner or designate verbally or in writing within the above time frame.
4. The Owner or designate will research the complaint/grievance through interview with patient/client and staff.
5. The Owner or designate will respond to the patient/client verbally regarding findings and resolution. Every effort will be made to resolve the grievance to the patient's satisfaction. Within 14 days of receipt of complaint, the organization will provide the complainant with a written response detailing the results of its investigation.
6. If the patient/client feels his/her grievance has not been resolved after working with the Homecare staff, the grievance and pertinent information will be forwarded to the referral source. The patient will also be encouraged to file their grievance with US Dept. of Health and Human Services.
7. The Owner will keep a record of patient/client complaints for purposes of Performance Improvement.
8. Each staff member will be informed of this process during orientation.

To File a Complaint or Grievance call: Rehab Services, LLC – 800-486-5633 or visit our website at [www.thecpmguy.com](http://www.thecpmguy.com) to email your complaint.