



PATIENT COMPLAINTS/GRIEVANCES POLICY

Patients/clients and caregivers have the right to have all complaints heard, investigated and whenever possible, resolved. COMPACTCATH, INC. promotes open communication between patients/parents/guardians and staff. The Company respects both the patients' rights and the need for effective communication.

Patients/clients are free to voice complaints or grievances regarding policies or services and recommend changes without coercion, discrimination, reprisal or unreasonable interruption of services. The complaint process includes intake, investigation, corrective action as applicable, complaint resolution, and follow-up. Patients receive required documentation about The Company's complaint-resolution process within their intake documentation.

COMPACTCATH, INC. receives, investigates and responds to complaints and recommendations received from patients/clients which is then investigation and resolved. The patient's/customer's record must document all communication, signed and dated by a staff member.

A patient/client may file a complaint or grievance by calling customer service at +1 (888) 933-2284. The complaint may also be submitted in writing to the Company customer service at support@compactcath.com, Faxing us at +1 (855) 662-2661 or by mailing us at 680 8th St, Ste 240H&G, San Francisco, CA 94103.

The complainant will be notified within 5 business days of receipt that the complaint has been received and is being investigated. The Company will initiate an investigation by interviewing staff involved, reviewing delivery van logs, checking patient's file including delivery slips and other documentations. If necessary, the patient and/or caregiver will be contacted for more information. If collateral sources are to be contacted for information, the patient will be notified, and information release forms will be obtained.

Within 14 business days, a written response of the outcome of such investigation for the complaint resolution will be sent to the patient.

A complete report of the initial complaint and subsequent investigation and resolution is to be kept by the Quality Engineer in a secure file, and a summary is documented in the patient's file.

Patients may call our accrediting organization, ACHC, to file a complaint or question about COMPACTCATH, INC. as an organization if deemed necessary. ACHC Hotline: 1-855-937-2242.

Patients may also call Medicare at 1-800-633-4227 to register complaint, if deemed necessary.

CompactCath, Inc.

www.compactcath.com

Email: support@compactcath.com

Address: 680 8th Street, Suite 240H&G, San Francisco, CA, 94103

Phone: +1 (888) 933-2284

Fax: +1 (855) 662-2661

Office Hours: 9AM – 5PM (Monday to Friday)