

Home Products Healthcare

Complaint Process and Returns

We would like to thank you for giving us the opportunity to provide for your personal care needs. To best serve you, Home Products Healthcare employs highly qualified compassionate professionals trained in meeting the needs of patients requiring these services. We provide high quality non-durable disposal medical supplies to meet your incontinent and urological product needs

Our staff will provide educational information to you and/or your caregivers to increase your ability to safely use the products. If you have additional questions, please feel free to call.

We will bill Medicare, Medicaid or private insurance carriers for you. Please provide our office with all billing information, or signed claim forms as required.

Home Products Healthcare currently provides services from 9:00am to 5:00pm, Monday through Thursday and 9:00am to 4:30pm on Friday, Eastern time, afterhours you may email us at info@hp4s.com for other product questions. If you have routine questions, please contact our office during the business hours listed above at (800) 425-1101.

Mission Statement

Home Products Healthcare exists to provide clients with medically necessary disposable supplies, which enhance quality of life through personal respect and dignity.

Complaint Process: It is **Home Products Healthcare's** desire to provide you with the best possible services and products available. However, if you have concerns or are not satisfied with the services and/or supplies provided, you may lodge a complaint without fear of discrimination, reprisal, or unreasonable interruption in service as follows:

⇒ Contact the **Home Products Healthcare** office and speak with the staff that answers your call. Discuss your concerns with the office staff. If he/she is unable to resolve the matter to your satisfaction, the complaint will be forwarded to the Manager.

Returns: Supplies provided to customers that are deemed to be unsuitable or inappropriate for the customer, either by the customer, the caregiver, or others involved in the care of the customer notify us within 30 days of delivery of the supplies. Home Products Healthcare will make an effort to make it right; however, opened packages can never be returned.