

Complaint & Grievance Process

Instant Orthopedic Care

At Instant Orthopedic Care, we are committed to providing exceptional care and service to every patient. If you have a concern about your care, treatment, services, durable medical equipment, or overall experience, we encourage you to let us know. Your feedback helps us improve the quality of care we provide.

We are committed to reviewing all complaints fairly, promptly, and respectfully.

What Is a Complaint or Grievance?

A complaint or grievance is any concern, dissatisfaction, or issue related to the care, treatment, services, staff, equipment, billing, or patient experience provided by Instant Orthopedic Care.

Examples may include:

- Concerns about the quality of care received
- Questions regarding durable medical equipment
- Customer service concerns
- Billing or insurance concerns
- Privacy or confidentiality concerns
- Accessibility concerns
- Safety concerns
- Communication issues
- Any experience that did not meet your expectations

How to Submit a Complaint

You may submit a complaint or grievance using any of the following methods:

- Speak with a member of our staff during your visit.
- Call our office during normal business hours.
- Submit a completed Patient Complaint & Grievance Form.
- Send us a written letter or secure email describing your concern.

Our goal is to make the process as easy and accessible as possible.

What Happens Next?

Once your complaint is received:

1. We will document your concern.
2. The appropriate member of our leadership team will review the information.
3. If additional information is needed, we may contact you.
4. We will investigate the concern as appropriate.
5. When the review is complete, we will communicate the outcome or resolution with you whenever applicable.

Every concern is taken seriously and reviewed objectively.

Our Commitment

We are committed to:

- Treating every patient with courtesy, dignity, and respect.
- Investigating concerns fairly and objectively.
- Responding as promptly as reasonably possible.
- Maintaining the confidentiality of your information throughout the review process.
- Using patient feedback to improve our services and patient experience.
- Ensuring patients may express concerns without fear of discrimination or retaliation.

If You Need Immediate Assistance

If your concern involves an urgent medical issue, please contact our office immediately. If you are experiencing a medical emergency, call **911** or go to the nearest emergency department.

Contact Us

Instant Orthopedic Care

75 E. 12300 S., Suite 100
Draper, UT 84020

Phone: (385) 386-7026

Email: info@instantorthocare.com

Additional Resources

Patients may request a copy of the following documents at any time:

- Patient Rights & Responsibilities
- Notice of Privacy Practices
- Patient Complaint & Grievance Form
- Medicare DMEPOS Supplier Standards (for Medicare beneficiaries)

Durable medical equipment (DME) furnished through Instant Orthopedic Care is supplied by Instant Ortho Supply, LLC, an affiliated organization committed to meeting all applicable CMS and ACHC quality standards.