

## PATIENT RIGHTS AND RESPONSIBILITIES

### CUSTOMER COMPLAINTS

Any customer who desires to lodge a complaint or express discontent should contact Total Medical Supply, Inc. without fear of reprisal by the company or its employees. If you are not satisfied with the response you receive, please ask for a member of management. Total Medical Supply, Inc. is concerned with our customer's well-being and wants to provide you with quality service. If you are not satisfied with the resolution, please contact [compliance@tmscares.com](mailto:compliance@tmscares.com) or call 1-877-670-1120 and ask to speak with the compliance department. You may also call your insurance or the BOC hotline (877-776-2200).