

Integra Medical Supply

Patient Client Grievance

At Integra Medical Supply, we value customer feedback and are committed to resolving all complaints promptly, professionally, and in accordance with applicable regulations.

How to File a Complaint

Customers may file a complaint by:

1. Phone: Call/Text 800-678-0483.
2. In Person or Mail: 399 Camino Gardens Blvd suite # 102, Boca Raton, FL 33432

Please provide:

- Your name and contact information
- Description of the issue
- Product or service involved
- Date of occurrence

Complaint Handling:

- All complaints are documented and reviewed by management.
- We will acknowledge receipt within 5 business days.
- A resolution or status update will be provided within 14 business days.
- If follow-up is required, we will continue communication until the issue is resolved.

Confidentiality & Non-Retaliation:

All complaints are handled confidentially. Patients and customers are protected from retaliation for filing a complaint.

PLEASE CALL TOLL-FREE FOR THE FLORIDA STATE ABUSE HOTLINE AT 800-962-2873
OR

CMS (CENTER OF MEDICARE/MEDICAID SERVICES) AT 800.633.4227 OR BOC (BOARD
OF

CERTIFICATION AND ACCREDITATION) AT 877.776.2200.