



# CUSTOMER COMMUNICATION FORM

At Medical Service Company we genuinely strive to provide the highest quality in health care services for our clients. That's why your concerns are our concerns.

**In Case of a Medical Emergency Please Call: 911**

**In Case of an Equipment Malfunction Please Call: (440) 232-3000**

**Please notify Medical Service Company of any change to your insurance, address, or if you have entered a hospital, hospice, nursing home, or if you no longer are using your equipment at: (440) 232-3000**

If you have any questions regarding billing issues, please contact: **Billing Department 440-735-3246**

To ensure that our service meets your total satisfaction, we ask you to describe completely any problem or concern you may have related to care, treatment, and services; including any concerns you have regarding safety.

Medical Service Company (MSC) is accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a healthcare provider that has achieved ACHC accreditation, you can take comfort in knowing that you will receive the highest quality care. If you have any concerns about the product or service that you receive from MSC, you may contact ACHC directly at 855-937-2242.



We appreciate your candid comments as well as your assistance in helping us to continually improve our service to our many and valued customers.

**Individual Completing Form:** \_\_\_\_\_

**Date of Form Completion:** \_\_\_\_\_

**Name of Affected Individual:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Health Claim Number (if applicable):** \_\_\_\_\_

**Describe Concern (use back side if necessary):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Corrective Measures:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Family Owned & Operated

