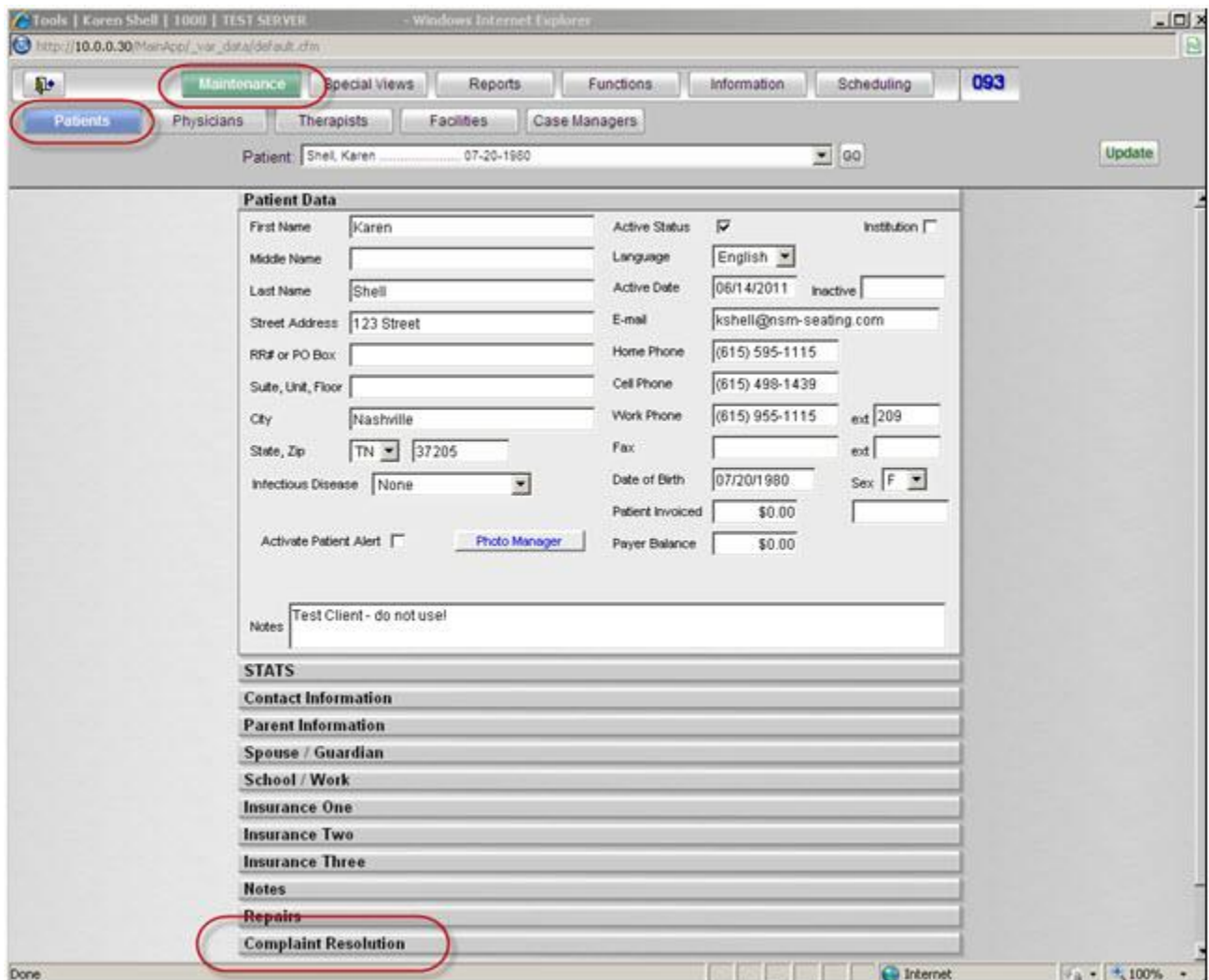


Complaint Resolution Form

NSM's Complaint Resolution policy includes the requirement that all client issues must be recorded. To make it easier to meet that requirement, effective December 13, 2011, we've eliminated the paper form and are introducing a new electronic Complaint Resolution form within Rehab Advisor. Using the new electronic form will also make tracking and reviewing the issues we receive easier, which will help us identify opportunities to improve the service we provide our clients.

The form can be accessed in either the Patient database, which is found by clicking Tools & Reports on the main screen of Rehab Advisor, then clicking Maintenance, then Patients, or from within a work order. Once your client's record is located, you can open the Complaint Resolution form by clicking the bar at the bottom.

Within the client database, the form is located here:



The screenshot shows a web browser window displaying the Rehab Advisor software interface. The browser title is "Tools | Karen Shell | 1000 | TEST SERVER" and the address bar shows "http://10.0.0.30/MaintApp/Var_data/Shell.cfm". The navigation menu includes "Maintenance" (circled in red), "Special Views", "Reports", "Functions", "Information", and "Scheduling". Below this, there are buttons for "Patients" (circled in red), "Physicians", "Therapists", "Facilities", and "Case Managers". The patient record for "Karen Shell" is displayed, with fields for "First Name", "Middle Name", "Last Name", "Street Address", "RR# or PO Box", "Suite, Unit, Floor", "City", "State, Zip", "Infectious Disease", "Active Status", "Language", "Active Date", "E-mail", "Home Phone", "Cell Phone", "Work Phone", "Fax", "Date of Birth", "Sex", "Patient Invoiced", and "Payer Balance". The "Notes" field contains "Test Client - do not use!". At the bottom of the page, the "Complaint Resolution" option is circled in red.

Patient Data	
First Name	Karen
Middle Name	
Last Name	Shell
Street Address	123 Street
RR# or PO Box	
Suite, Unit, Floor	
City	Nashville
State, Zip	TN 37205
Infectious Disease	None
Active Status	<input checked="" type="checkbox"/>
Language	English
Active Date	06/14/2011
E-mail	kshell@nsm-seating.com
Home Phone	(615) 595-1115
Cell Phone	(615) 498-1439
Work Phone	(615) 955-1115 ext 209
Fax	
Date of Birth	07/20/1980
Sex	F
Patient Invoiced	\$0.00
Payer Balance	\$0.00

Within a work order, the form is located here:

MainApp/_wo_review/default.cfm?id=093-592116&type=

WO Main ChairBuilder + Detail Reports Summary Notes PO Collections Payer 1 Payer 2 Payer 3 Delivery Scan Docs Activity

093-592116
12/09/2011
Chris Galletta
Guillermo Gonzalez
FFS
Regular
Repair
Hand Held Shower
Shell, Karen
Mahesh Agarwal M.d.
Beth Anderson
A.E.R.O.
8564646

Patient Information

Insert Patient & Update Info Cancel

Street Address	123 Street	E-mail	kshell@nsm-seating.com
RR# - PO Box		Home Phone	(615) 595-1115
Suite, Unit, Floor		Cell Phone	(615) 498-1439
City	Nashville	Work Phone	(615) 955-1115 ext 209
State, Zip	TN 37205	Fax	ext
Infectious Disease	None	Date of Birth	07/20/1980 Sex F
Photo Manager		Patient Invoiced	\$0.00
Notes: Test Client - do not use!		Payer Balance	\$0.00

STATS

- Contact Information
- Parent Information
- Spouse / Guardian
- School / Work
- Insurance One
- Insurance Two
- Insurance Three
- Notes
- Repairs
- Complaint Resolution**

Detailed information about the issue is then entered into the Note field. Include the issue, any actions taken and whether or not the issue has been resolved. If you're requesting help with the issue, indicate that in the note field.

*(If the issue involves an actual or potential injury, you must **immediately** contact your supervisor and/or In-House Counsel and Branch Services.)*

sonzalez	School / Work
	Insurance One
	Insurance Two
	Insurance Three
	Notes
Shower	Repairs
n	Complaint Resolution
arwal M.d.	
son	

Type	Category	Source
Complaint	Scheduling	Phone - Complaint Res.
Order Type	*Work Order	*Complainant
Modification	093-592116	Parent
Email	*Phone	Other Contact
kshell@nsm-seating.com	(615) 595-1115	
*Address	*City	*State
123 Street	Nashville	TN
	*Zip	
		37205
Payer	Policy / HICN	
ALTA INSURANCE	39393939	
Note Enter a note detailing the issue here. If you've resolved it, include that in the note. If you need assistance, enter that information, too. Then click submit below.		
<input type="button" value="Submit"/>		

Comp. Date	Initial	Type	Category	Order Type	Work Order	Resolved
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When the form and notes are complete, click the Submit button. The issue, and any others previously opened for the client, will then be listed at the bottom of the screen.

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School / Work

Insurance One

Insurance Two

Insurance Three

Notes

Repairs

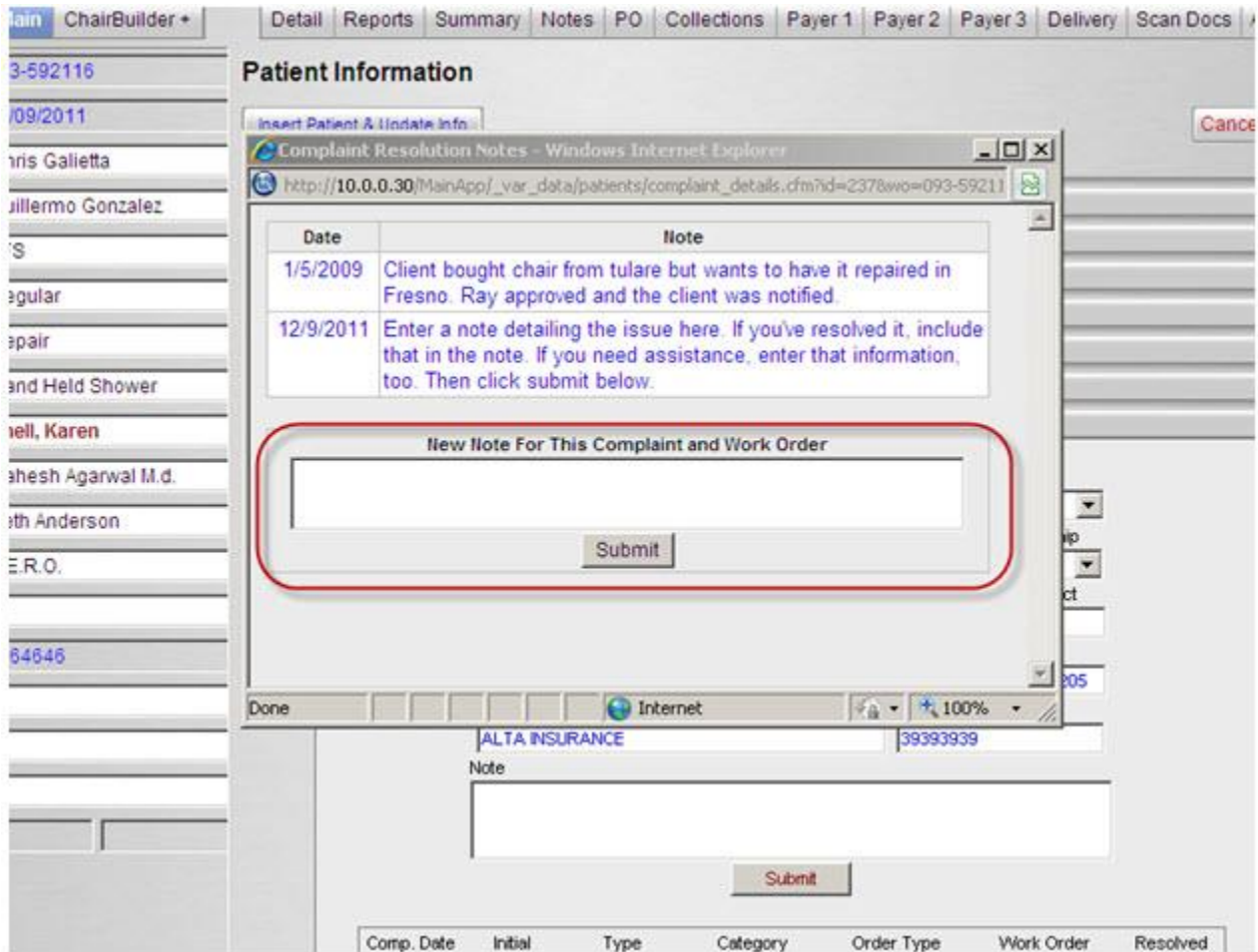
Complaint Resolution

Type	Category	Source	
<input type="text" value="Complaint"/>	<input type="text" value="Scheduling"/>	<input type="text" value="Phone - Complaint Res."/>	
Order Type	*Work Order	*Complainant	Relationship
<input type="text" value="Modification"/>	<input type="text" value="093-592116"/>	<input type="text"/>	<input type="text" value="Parent"/>
Email	*Phone		Other Contact
<input type="text" value="kshell@nsm-seating.com"/>	<input type="text" value="(615) 595-1115"/>		<input type="text"/>
*Address	*City	*State	*Zip
<input type="text" value="123 Street"/>	<input type="text" value="Nashville"/>	<input type="text" value="TN"/>	<input type="text" value="37205"/>
Payer	Policy / HICN		
<input type="text" value="ALTA INSURANCE"/>	<input type="text" value="39393939"/>		
Note			
<input type="text"/>			

Comp. Date	Initial	Type	Category	Order Type	Work Order	Resolved
12/9/11		Complaint	Scheduling	Modification	093-592116	

Any issue pertaining to this client can be opened by clicking on the list. By clicking the item, you'll be able to see any notes related to the issue and will be able to enter additional notes.

If you're adding notes to an existing issue, they should be entered here. Filling out a new form will open a new issue – check to be sure the issue hasn't already been reported before you open a new one



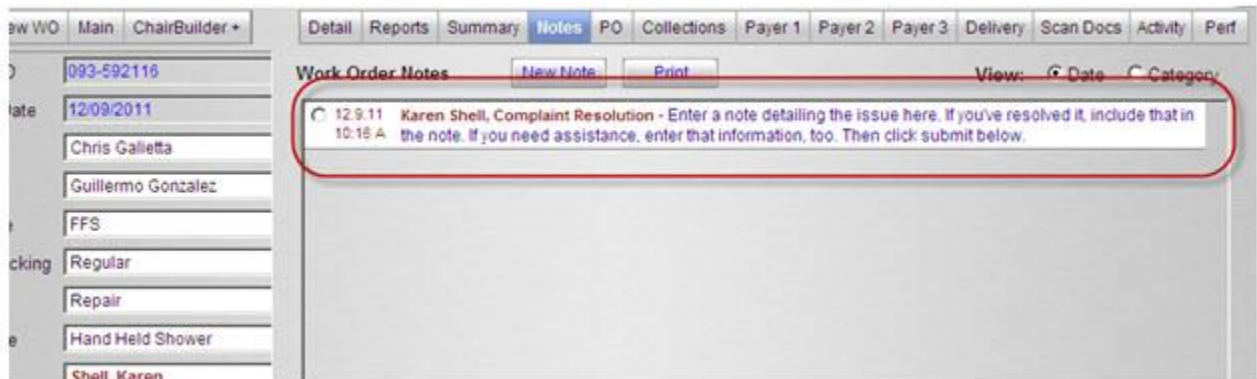
The screenshot displays the 'ChairBuilder' software interface. The main window is titled 'Patient Information' and contains a 'Complaint Resolution Notes' table. Below the table is a form for adding a new note, highlighted with a red border. The table contains the following data:

Date	Note
1/5/2009	Client bought chair from tulare but wants to have it repaired in Fresno. Ray approved and the client was notified.
12/9/2011	Enter a note detailing the issue here. If you've resolved it, include that in the note. If you need assistance, enter that information, too. Then click submit below.

Below the table, there is a form titled 'New Note For This Complaint and Work Order' with a text input field and a 'Submit' button. The interface also shows a navigation menu at the top with options like 'Detail', 'Reports', 'Summary', 'Notes', 'PO', 'Collections', 'Payer 1', 'Payer 2', 'Payer 3', 'Delivery', and 'Scan Docs'. A sidebar on the left lists patient names and IDs. At the bottom, there is a table with columns: 'Comp. Date', 'Initial', 'Type', 'Category', 'Order Type', 'Work Order', and 'Resolved'.

When a note is entered, it will appear in the Notes section of the work order. If you need to email the note to someone for assistance with the issue, that can be done from here, as you do with any other note.

“Complaint Resolution” will no longer be an option from the Notes field of a work order. Any information regarding a client issue will now be entered through the Complaint Resolution form in the client demographics section.



The screenshot displays a software interface for managing work orders. On the left, a sidebar contains fields for work order number (093-592116), date (12/09/2011), and client name (Chris Galletta). The main area is titled 'Work Order Notes' and includes a 'New Note' button and a 'Print' button. A red circle highlights a note entry with the text: '12/9/11 Karen Shell, Complaint Resolution - Enter a note detailing the issue here. If you've resolved it, include that in the note. If you need assistance, enter that information, too. Then click: submit below.'

When a Complaint Resolution form is entered, a notification is sent to Branch Services for review. If you need home office help with the issue, if you're not sure of the correct category to assign or if you have any questions regarding the issue or the form, simply enter that in the notes and they'll be reviewed.

If you have any questions or suggestions, please contact Karen Shell at kshell@nsm-seating.com.