



GSMC HME: Home Medical Equipment
435 NW 11th St.
HERMISTON, OR 97838
PHONE: 541-667-3477 FAX: 541-667-3476

COMPLAINT/GRIEVANCE PROCEDURES

As a patient/client of Home Medical Equipment you have the right to express dissatisfaction, complaints and/or grievance at any time. You have the right to file the complaint/grievance with GSMC DME: Home Medical Equipment department and/or the licensing agency that governs us. On the back of this page is a customer concerns/commendations form that you may fill out and submit to GSMC DME: Home Medical Equipment if this is the avenue of your choosing. You may also use the following information.

GSMC HME: HOME MEDICAL EQUIPMENT

435 NW 11TH ST
HERMISTON, OR 97838
541-667-3477: PHONE
541-667-3476: FAX
HOURS OF OPERATION: MONDAY – FRIDAY 8:00AM – 6:00PM

OREGON DEPARTMENT OF HUMAN SERVICES & HEALTH DEPARTMENT

800 NE OREGON STREET #21
PORTLAND, OR 97232
1-800-542-5186: PHONE
HOURS OF OPERATION: MONDAY – FRIDAY 8:00AM-5:00PM

ACCREDITATION COMMISSION FOR HEALTH CARE (ACHC)

4700 FALLS OF NEUSE ROAD, SUITE 280
RALEIGH, NC 27609
919-785-1214: PHONE
919-785-3011: FAX
WWW.ACHC.ORG