

As your home healthcare provider, we strive to provide quality services. If you have a complaint, concern or comment regarding our services, please contact:

Executive Director: Denise Caraway, RN, BSN

PH: 816-344-0502

Address: 2425 N Woodbine RD, Suite A,
St. Joseph, MO 64506

Every concern received in the office will be acted on immediately. This includes verbal and/or written concerns. Appropriate corrective actions will be taken as necessary and documented. All involved persons will have the opportunity to have input into the investigation. Records of the investigation will be kept. It is against the law for Freudenthal Home Health to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance. The decision made may be appealed within 15 days of the Executive Directors decision in the matter, and within 30 days a response in writing will be issued covering the appeal.

DISCRIMINATION COMPLAINT PROCEDURE

All patients have the right to file a complaint if they feel they have been discriminated against based on their race, color, national origin, age, disability, sex or religion. If you feel you have been denied benefits or services based on the above, you may file a complaint within 30 days from the alleged discriminatory act. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

In addition to the agent for Freudenthal listed above, you may file your complaint with the following agencies:

Department of Social Services Office for Civil Rights

P.O. Box 1527
Jefferson City; MO 65102-1527 (573) 751-9092
1-800-776-8014
1-800-877-6916 (TDD)
TTY 1(800)-735-2466 (Voice)
TTY 1(800)-735-2966 (Text phone)
Hours: M-F 8am-5pm

Department of Health and Human Services Office of Civil Rights

601 East 12th Street Rm353 Kansas City, MO 64106
PH: (816) 374-2156
TF: (800) 368-1019
Hours: M-F 8am-5pm

Neglect and Abuse Hotline

Consumers or caregivers may also call this hotline to report suspected neglect or abuse:

TF: 1-800-392-0210
Hours: 7am-8pm

The Accreditation Commission for Health Care

PH: (855) 937-2246
Hours: M-F 8am-5pm