



Feedback and Complaints

The RP Home Care Team is committed to quality care and safety. We want your feedback and will periodically send you satisfaction surveys or call you. We encourage you to call the office immediately with any quality or safety concerns by accessing the contact list on our website. You can also provide feedback by using the following procedure to get into our company hotline:

- Dial 215-643-1200 or 800-355-7076
- Dial 200 to enter our voice mail system.
- Dial 222 and feel free to indicate issues/concerns or compliments/testimonials regarding our services. If you leave a message on this extension and ask for a response, a manager will contact you within two business days to follow up with your issues.

If you feel your issue has not been adequately addressed, below are listed additional contacts based on the services you are being provided. If you have any questions regarding this list, you can ask it using our company hotline.

FOR PENNSYLVANIA OFFICES

SHIFT CARE (Aides and Nurses)	The toll free number for the Pennsylvania Office of the Attorney General, Bureau of Consumer Protection is 1-800-441-2555. The line is open for business Monday through Friday 8:30 A.M. to 5:00 P.M.
VISITS	The toll free number for the Pennsylvania Department of Health Hot Line is 1-800-222-0989. The line is open for business Monday through Friday 8:30 A.M. to 4:30 P.M. and has a 24 hour answering machine.

FOR DELAWARE OFFICE

ALL SERVICES	The toll free number the Delaware Office of Health Facility Licensing & Certification is 1-800-942-7373. The line is open for business Monday through Friday 8:30 a.m. to 4:30 p.m. and has a twenty four hour answering machine.
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FOR ALL OFFICES: You can also register a complaint with **JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATIONS**: The toll free line is 1-800-994-6610. The line is open for business from 8:30 to 5:00 p.m. central standard time and has a twenty four hour answering machine.

RP Home Care, PB Box 906, Springhouse, PA 19477