holsäMED

PATIENT COMPLAINTS AND REQUESTS

Who can file a report?

A complaint, claim, request, comment, or compliment may be filed by the patient, the patient's legal representative, or a person authorized by the patient. Reports may also be filed anonymously.

How to file a report?

- **in person—**verbally or in writing at the reception desk of any of our facilities,
- **in writing—**using the form available at the reception desk and at www.holsamed.pl, or in any format—to the addresses listed below,
- by email—to info@holsamed.pl,
- **by phone –** at the phone numbers listed below,
- **anonymously –** in the remarks and requests box in the waiting room.

Complaints and requests are accepted in person by the Medical Director, Ms. Renata Kosiek:

- Tomasza Kotlarza 6 Str. — Monday 9:00–10:00, Monday 15:00–16:00 (by prior arrangement with the registration desk)
- Tadeusza Kościuszki 229 Str. (Libero) — Tuesday 9:00–10:00, Tuesday 15:00–16:00 (by prior arrangement with the registration desk)

What should you include in your report?

First and last name, contact information, the date and location of the incident, a description of the matter, and how you would like to receive a response (email or letter). To file a report on behalf of another person, you must have their authorization.

When will the patient receive a response?

We provide a response without undue delay, no later than 14 days from the date the report is received. In the case of more complex matters, this period may be extended to 30 days. The person who submitted the report will be notified of any extension.

We do not provide individual responses to anonymous reports, comments, or compliments, but we review each one.

Where else can you file a complaint?

- **Silesian Provincial Branch of the National Health Fund in Katowice**

  Kossutha 13 Str., 40-844 Katowice, e-mail: kancelaria@nfz-katowice.pl
  phone: 32 735 05 45, toll-free hotline: 800 190 590

- **Office of the Patient Ombudsman**
  Płocka 11/13 Str., 01-231 Warszawa, e-mail: kancelaria@rpp.gov.pl
  toll-free hotline: 800 190 590

Contact:

- Holsamed Sp. z o.o.
  40-139 Katowice,T. Kotlarza 6 Str.
  Phone: 32 479 84 00
- Holsamed Sp. z o.o. Libero Branch
  40-600 Katowice, T. Kościuszki 229 Str.
  Phone: 32 506 50 85

e-mail: info@holsamed.pl
www.holsamed.pl

Registration is open: Mon.–Fri., 8:00 a.m.–6:00 p.m.