



**INFORMATION FOR OUR VALUED CLIENTS
FROM
GUARDIAN HEALTHCARE PROVIDERS, INC.**

In Support of **Guardian's Mission Statement**

"... to provide the highest level of care to those individuals and healthcare organizations we serve through our valued team of professionals – all of whom are dedicated to the highest standards of quality and integrity in healthcare delivery..."

Guardian maintains a written Code of Business Ethics and Conduct, the purpose of which is to guide employees in maintaining compliance with Guardian's high standards regarding business ethics and conduct. This Code of Business Ethics and Conduct is available for review by staff, clients, or any other interested party on the web at www.guardianhealthcare.com.

GUARDIAN CONTACT, COMPLAINT RESOLUTION, AND JOINT COMMISSION REPORTING.

- A. Guardian Contact. Guardian maintains routine office business hours of 8AM to 5PM, Monday- Friday, with after-hours and emergency contact available by calling the telephone number of the Guardian office primarily assigned to service you.

Contact information for staffing office locations is continually updated via Guardian's website at www.guardianhealthcare.com.

- B. Complaint Resolution. Guardian investigates, and when possible, resolves complaints from customers or staff within five (5) business days from the date of receipt.

Complaints concerning Guardian or Guardian staff performance should be directed to the Vice President or the Regional Director of the Guardian office primarily assigned to service you;

and/or to the Guardian Director of Performance Improvement, Alice Johnson-Davis at 105 West Park Drive, Suite 100, Brentwood, TN 37027, e-mail: ajdavis@guardianhealthcare.com, 1.800.365.5787, ext. 216;

and/or to the Guardian Chief Executive Officer, Joe Owen at 105 West Park Drive, Suite 100, Brentwood, TN 37027, e-mail: jowen@guardianhealthcare.com, 1.800.365.5787, ext. 204.

Contact information for complaint resolution is continually updated via Guardian's website at www.guardianhealthcare.com.

- C. Joint Commission Reporting. Guardian or client staff or members of the public may report issues from Guardian or Guardian clients directly to the Joint Commission without fear of retribution by calling The Joint Commission Office of Quality Monitoring at 1.800.994.6610, or by e-mail at complaint@jointcommission.org.

Thank you for taking the time to become aware of this information, and please feel free to contact Director of Performance Improvement, Alice Johnson-Davis at 1.800.365.5787, ext. 216, ajdavis@guardianhealthcare.com if you have questions or need additional information.