



Dear Patient,

Chartwell Pennsylvania is pleased to have the opportunity to provide you with infusion (IV) therapy, specialty pharmacy and enteral services and supplies. We are committed to providing you with high quality care to make your home therapy successful.

Chartwell Pennsylvania provides home infusion, specialty pharmacy and enteral nutrition therapy services along with clinical monitoring, dietary consultation, infusion nursing, pump management and delivery services.

Chartwell's mission is dedicated to maximizing the quality of life and dignity of the patient's and clients we serve. Our Core Values define our business culture where the contributions of every individual are recognized and rewarded in pursuit of a shared vision.

Should you have any questions concerning your services, the Chartwell Pennsylvania clinical staff is available 24 hours a day, seven days a week including weekends and holidays. Our regular business hours are from 8:00 am – 5:30 pm Monday through Friday. We can be reached by telephone at 1-800-755-4704. After regular business hours, please call the same telephone number and one of our on-call staff will assist you with your urgent needs.

Your satisfaction is very important to us. We want you to feel comfortable letting us know how we can serve you better. If you are dissatisfied with any aspect of the service provided, please call 1-800-755-4704 and ask to speak with a supervisor. Your concern will be promptly investigated and you will receive a follow-up call with our findings within 5 days or upon an agreed upon timeframe. If you do not feel you have received satisfactory results or explanations, please call our office and ask to speak with our Performance Improvement Coordinator. We will do all we can to see that your concerns are addressed and resolved.

You may also register a complaint/grievance with the Accreditation Commission for Health Care at 1-919-785-1214, Monday – Friday from 8:00am – 5:00pm and/or the Pennsylvania State Board of Pharmacy at 1-717-783-4849, Monday - Friday from 8:30am – 5:00pm.

We look forward to assisting you with your home therapy and welcome any questions, comments or suggestions you may have.

Sincerely,

Lynn Giglione RN, BSN
General Manager
Chartwell Pennsylvania