

The New York State Department of Health Division of Certification and Surveillance reviews complaints related directly to patient care and services that are provided in a hospital or diagnostic and treatment facility. To file a complaint about the treatment you received, please complete this form.

Please return all completed forms to:

**New York State Department of Health
Centralized Hospital Intake Program
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237**

Complaints will be reviewed by professional staff in the Centralized Hospital Intake Program to determine if the allegations are within the regulatory jurisdiction of the NYS Department of Health. Additionally, complaints are generally not accepted if the allegations relate to issues which occurred more than one year from the date of submission. In addition, please note that it is difficult for the Department to verify complaints regarding attitudes of clinical staff or other facility staff. Therefore, these types of concerns, if included in your complaint, will not be addressed in the Complaint Review Process.

In order for us to process your complaint in a timely manner, please:

- Print clearly,
- Include the names and phone numbers with whom you have filed a complaint, and
- Attach copies of documents which may support your complaint. Please do **not** send originals.

The most common types of complaints include medication issues, delay of nursing care, change in medical condition that was not addressed in a timely manner, concerns with care provided by medical staff, patient safety concerns, admission or discharge issues, housekeeping and maintenance issues, and difficulty accessing medical records.

Professional staff will review the concerns identified in your complaint in accordance with regulatory requirements within our jurisdiction.

Types of complaints **not** within our regulatory jurisdiction include:

- Billing issues, except complaints regarding financial assistance
- Psychiatric care complaints about units or facilities regulated by the Office of Mental Health (OMH)
- Detoxification care complaints about units or facilities regulated by the Office of Alcoholism and Substance Abuse Services (OASAS)
- Those related only to the care provided by a physician in private practice

Should you have any questions, please contact the Centralized Hospital Intake Program at 1-800-804-5447 from 8:30 am–4:45 pm, Monday–Friday, excluding holidays.

Please complete the information below.

Information About You

Note: You may either provide your name or submit your complaint anonymously. Providing your name and contact information enables the New York State Department of Health to contact you about the actions taken in response to your complaint and also to contact you should additional information be needed. It is our policy to treat your name as confidential information and not to disclose it to anyone. During the course of a review it may be necessary to share the nature of your complaint or the patient's name with appropriate hospital or facility staff.

Last Name _____ First Name _____

Street Address or P.O. Box _____

City _____ State _____ ZIP _____

Daytime Phone Information

First Choice (_____) _____ May we leave a message? Yes No

Second Choice (_____) _____ May we leave a message? Yes No

Your Relationship to the Patient _____

Information About the Patient

Last Name _____ First Name _____

Street Address or P.O. Box _____

City _____ State _____ ZIP _____

Date of Birth _____

Information About the Facility

Name of Hospital or Clinic _____

Street Address _____

City _____ State _____ ZIP _____

County _____

Have you filed a complaint with the facility? Yes No

To whom have you spoken?

Name _____ Title _____

Name _____ Title _____

Has the facility responded to your complaint? Yes No

Are you satisfied with the facility's response? Yes No

If no, please explain:

Your Complaint

Please describe your complaint.

Date of Admission _____ Date of Discharge _____

When did the issue occur? _____

Is your complaint related to:

Nursing Care Issues

Medical Care Issues

Environmental Issues

Medical Records Access

Patients' Rights Issues

Admission/Discharge Issues

Patient Safety Issues

Other
