

## **Joint Commission/Patient Notice**

Calvary Hospital measures itself against exceedingly high standards for patient care and safety and is accredited by the Joint Commission on Accreditation of Healthcare Organizations, which sets the industry standards for care and quality.

We encourage our patients and/or their family members to contact the hospital grievance coordinator with any concerns or complaints regarding safety or the quality of our care. If you have such concerns, please call at (718) 518-2000 ext. 2365.

If a patient or family member is dissatisfied with the response of hospital management to a complaint or inquiry, we further encourage you to contact The Joint Commission for resolution. You may contact The Joint Commission's Office of Quality and Patient Safety by submitting a patient safety event or concern form online at [www.jointcommission.org](http://www.jointcommission.org) or by mail at:

**Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181**

## **Concerns/Problems/Complaints about Your Hospital Care**

If you have a concern, problem or complaint related to any aspect of care during your hospital stay, speak to your doctor, nurse or hospital staff member. If the problem cannot be resolved by hospital staff, you may contact the New York State Department of Health by mail or by phone.

You may call the toll-free number at 1-800-804-5447 or you may file a complaint in writing and send it to:

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

**Questions or Comments: [hospinfo@health.ny.gov](mailto:hospinfo@health.ny.gov)**