



COMPLAINTS ABOUT YOUR CARE IN HOSPITALS AND OTHER HEALTH CARE FACILITIES

You may not always be satisfied with the care you receive in a hospital or other health care facility. If you are unhappy with the care you have received, there are a number of ways you can file a complaint, as described below.

WHERE CAN I FILE A COMPLAINT IF I GET INADEQUATE MEDICAL CARE AT A HOSPITAL?

You can file a complaint with the **New York State Department of Health's Centralized Hospital Intake program** about your **hospital or health care facility** if you experience:

- Medication issues;
- Delay in nursing care;
- Failure to address a change in your condition in a timely manner;
- Concern with care provided by staff;
- Safety and wellness issues;
- Housekeeping and maintenance issues; and
- Admission or discharge issues.

You can file a complaint with the Centralized Hospital Intake by calling 1-800-804-5447. You may also use the complaint form available at <http://www.health.ny.gov/forms/doh-4299.pdf>. Complete the form and mail it to:

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

Instructions for completing the form are available at:

https://www.health.ny.gov/professionals/doctors/conduct/complaint_form_instructions.htm.

WHERE CAN I FILE A COMPLAINT IF MY DOCTOR DISCRIMINATES AGAINST ME?

If you experience discrimination on the basis of race, religion, color, national origin, sex, gender, or disability, you can file a complaint with the **U.S. Department of Health and Human Service's Office for Civil Rights**. More information on the HHS complaint process is available at <http://www.hhs.gov/hipaa/filing-a-complaint/index.html>.

WHAT IF THE HOSPITAL DISCLOSES MY PRIVATE HEALTH INFORMATION?

If your medical provider discloses your private health information when he or she is not authorized or required to do so by law, you can report it to **the U.S. Department of Health and Human Services**. More information on the HHS complaint process is available at <http://www.hhs.gov/hipaa/filing-a-complaint/index.html>.

DISABILITY RIGHTS NEW YORK CONTACT INFORMATION

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