



COMPLAINTS ABOUT YOUR MEDICAL PROVIDER

You may not always be satisfied with the care you receive from your medical provider. If you are dissatisfied with the care you have received, there are a number of ways you can file a complaint, which are described below.

WHERE CAN I FILE A COMPLAINT IF MY DOCTOR GIVES ME INADEQUATE MEDICAL CARE?

You can file a complaint with the New York State Department of Health's Centralized Hospital Intake program about your doctor's office or treating 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 COMMITS MISCONDUCT?

If your physician or physician's assistant does any of the following, you can report him or her to the New York State Department of Health's Office of Professional Medical Conduct:

- Treat you while they are impaired by drugs, alcohol, or something else;
- Abandon or neglect you when you are in need of immediate care;
- Harass, abuse, or intimidate a patient;
- Permit unlicensed persons to perform activities that require a license;
- Practice medicine with a suspended or inactive license;
- Guarantee a cure;
- Perform services not authorized by you;
- Promote the sale of goods, services, appliances, or drugs in a misleading or coercive manner;
- Order excessive tests or treatments.

The Office of Professional Medical Conduct does not investigate fee disputes unless the fees constitute fraud. Nor does it investigate communication skills, attitude, bedside manner, or office practice issues such as long wait times or rude staff.

You can file a complaint with the Office of Professional Medical Conduct. The complaint form is available at <https://www.health.ny.gov/forms/doh-3867.pdf>. Complete the form and mail it to:

Office of Professional Medical Conduct
Central Intake Unit
Riverview Center
150 Broadway, Suite 355
Albany, NY 12204-2719

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>.

You can also file a complaint with Office of Professional Medical Conduct. Contact information is above.

WHAT ABOUT PROBLEMS WITH GETTING MY MEDICAL RECORDS?

You may report difficulty with getting your medical records to the Office of Professional Medical Conduct. Contact information is above.

WHAT IF MY MEDICAL PROVIDER 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 New York State Office of Professional Medical Conduct. You may also 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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Albany, New York 12207
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Brooklyn, New York 11201
Fax: 718-797-1161

Rochester:

44 Exchange Blvd., Suite 110
Rochester, New York 14614
Fax: 585-348-9823

Mail@DRNY.org • www.DRNY.org

Toll free: 1-800-993-8982 • Voice: 518-432-7861 • TTY: 518-512-3448

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