

Patient Safety Concerns or Complaints



Department of Patient Experience

If you believe that One Brooklyn Health has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Chief Patient Experience Officer

One Brookdale Plaza, Brooklyn,
NY 11212, (718) 240-5020, Fax (718) 240-6780 or Email patientrelations@bhmcnyc.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, A Patient Experience Representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human

Services 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C.
20201 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [http://](http://www.hhs.gov/ocr/office/file/index.html)

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The New York State Department of Health is responsible for the ongoing surveillance and investigation of complaints related to the care provided by hospitals and diagnostic and treatment centers, including ambulatory surgical centers, dialysis centers, and primary care clinics in New York State.

The complaints noted below **are not** reviewed by this office:

- **Billing issues. Exceptions** to this include complaints related to financial assistance (<https://profiles.health.ny.gov/hospital/pages/billing>), and billing for sexual assault examinations(<https://ovs.ny.gov/forensic-rape-examination-free-direct-reimbursement-program>). For all other billing issues visit: <https://ag.ny.gov/bureau/health-care-bureau>
- **Attitudes of facility or clinical staff.** You may wish to contact the patient representative at the facility.
- **Psychiatric care** complaints about units or facilities regulated by the Office of Mental Health (OMH) visit: <https://www.omh.ny.gov> or 1-800-597-8481
- **Justice Center** for the Protection of People with Special Needs: **1-855-373-2122**
- **Detoxification care** complaints about units or facilities regulated by the Office of Alcoholism and Substance Abuse Services (OASAS) visit: <https://www.oasas.ny.gov> or 1-800-553-5790

Please complete the **Facility Complaint Form** and submit electronically or mail to:

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

If you are unable to submit electronically, or print this form, please call the toll-free number at 1-800-804-5447 and someone will assist you.



Do you have a patient safety concern/complaint about a health care organization accredited by Joint Commission? The preferred method for submitting a concern is through our online submission form as it allows for more direct, timely receipt and review of your concerns.

Joint Commission is not a health care provider. If you have a medical emergency, please call 911.

If you are having thoughts of harming yourself or experiencing a mental health crisis, please call 988, The Suicide and Crisis Lifeline.

Submit a Report by Telephone

To report a patient safety event or concern over the phone, call 1 (800) 994-6610.

Submit a Report by Mail

Office of Quality and Patient Safety
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 6018

We do not accept walk-ins, complaints filed in-person, faxed or emailed submissions.

By policy, The Joint Commission **cannot** accept copies of medical records, photos or billing invoices and other related personal information. These documents will be shredded upon receipt.

