



Commitment in Action: Patients, Visitors and Staff

This organization has been found to be in full compliance with the standards as set by The Joint Commission on Accreditation of Healthcare Organizations. Therefore, we are fully accredited by that agency.

As part of our continued commitment to our patients, visitors and staff as well as to the community, we maintain ourselves in full compliance and our aim is to provide the best care possible.

We have set up several options for contacting us in the event you would like to voice any concerns about safety or care within the organization:

1. Direct dialogue at the time of contact is always encouraged. You may contact the nurse, the physician and/or the supervisory staff in the hospital for any and all concerns.
2. A patient access phone line is available to communicate feedback, concerns, comments or complaints at 212-426-4660 from outside, or by dialing 4660 from within the hospital. For immediate assistance with an issue related to patient care or safety, there is a nursing supervisor on site at all times.
3. In the event that your concerns are not addressed to your satisfaction, we encourage you to contact our management, administration, or Quality Management department at 212-423-4295, ask for “Administration” or “Quality Management” from outside the hospital, or dial ‘O’ and ask for Administration or Quality Management from within the hospital.
4. For any and all issues that you have addressed to the hospital’s staff as indicated above, about patient care and safety in the organization, that cannot be resolved through the organization, you may contact The Joint Commission by either calling 1-800-994-6610, or e-mailing: complaints@jointcommission.org.