



Reporting Safety/Quality Concerns

If you have any concerns about your safety or care, don't hesitate to tell the staff providing your care, the immediate person in charge or the Department Manager or Director. You may also contact the Compliance /Grievance Officer at 431-6370 to express your concerns.

Patients and their representatives have the right to voice concerns. All personnel are encouraged to alert appropriate staff about any patient concern. The hospital recognizes the importance of addressing concerns regarding care and services in a timely and reasonable manner.

Patient/patient representatives may contact any of the following directly:

<p>Care Provider Department Manager Department Director Risk Manager Compliance/Grievance Officer (707) 431-6370</p>	<p>CA Department of Public Health Licensing and Certification Redwood Coast Office 2170 Northpoint Parkway Santa Rosa, CA 95407 (707) 576-6775 Toll free: 1- 855-804-4205 TDD Relay Service 1-800-735-2929 CDPH_LNC_SFS@cdph.ca.gov</p>	<p>Office For Civil Rights US Department of Health and Human Services, Region IX 50 United Nations Plaza, RM 322 San Francisco, CA 94102 (415) 437-8310 (voice) (415) 437-8311 (TDD) (800) 368-1019 or orc@ospatd10.ssw.dhhs.gov</p>
<p>Patient Rights Advocate 3322 Chanate Road Santa Rosa, CA (707) 565-4978</p>	<p>Sonoma County Adult Protective Services 2250 Northpoint Parkway Santa Rosa, CA (707) 565-5940</p>	<p>Sonoma County Child Protective Services 1747 Copperhill Parkway Santa Rosa, CA (707) 565-4304</p>

The Joint Commission may be contacted by:

Fax: 630-792-5636
Online: https://www.jointcommission.org/report_a_complaint.aspx
Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181