

Reporting Safety/Quality Concerns

Patient/Resident and their representatives have the right to voice concerns. All staff 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.

If you have any concerns about your safety or care, please tell the staff providing your care, the immediate person in charge or the Department Manager or Director. You may also contact the Grievance Officer at (707)431-6473 or any of the entities listed below.

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

<p>Grievance Officer (707) 431-6473</p> <p>Integrity Hotline (888) 294-8455</p> <p>Ombudsman (707) 526-4108</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>
<p>Sonoma County Area Agency on Aging 707-565-5950 or www.socoaaa.org</p>	<p>Medicaid Fraud Control Unit 1-800-822-6222</p>	
<p>Department of Fair Employment and Housing www.dfeh.ca.gov (800) 884-1684 or (800) 700-2320 (TTY) or 2218 Kausen Dr., #100, Elk Grove, CA 95758</p>	<p>Medical Board of California www.mbc.ca.gov/consumers/complaints (800) 633-2322 or 2005 Evergreen St., #1200, Sacramento, CA 95815</p>	
<p>The Joint Commission may be contacted by phone: 630-792-5000; fax 630-792-5005 E-mail: patientsafetyreport@jointcommission.org or by mail at The Joint Commission One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181</p>		