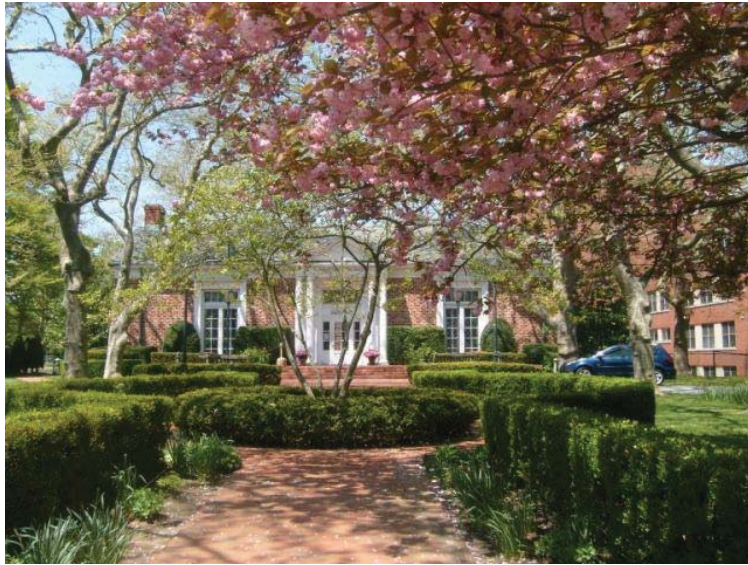


*We want you to speak up.....*



*I Integrity*  
*C Compassion*  
*A Accountability*  
*R Respect*  
*E Excellence as our clinical mission*

### **Quality Management Department**

**If you feel your issues have not been resolved or if you are not comfortable in discussing your concerns with any of the above, you may also contact the Quality Management Department at 726-8318.**

Our goal is to satisfy all concerns brought to our attention. However, if the Hospital is unable to completely address your concerns, you may:

Call the Department of Health at 1-800-804-5447

Or file a complaint in writing to:

New York State Department of Health

Centralized Hospital Intake Program

433 River Street, 6<sup>th</sup> Floor

Troy, NY 12180

Contact: The Joint Commission

Office of Quality Monitoring

1-800-994-6610

Or

Email: [complaints@jointcommission.org](mailto:complaints@jointcommission.org)

STONY BROOK SOUTHAMPTON HOSPITAL IS COMMITTED TO PROVIDING QUALITY CARE TO OUR PATIENTS  
If for any reason we do not meet your expectations, we encourage you to...

### **SPEAK UP**

We will give your concerns the attention they deserve and address them within 24 hours. There are several options available to you:

#### **Hospital Staff Nurses & Physicians**

These are the people with whom you are in contact with most and know you the best. They will always make time to listen and address your issues.

#### **Managers**

On each nursing unit and in every department there is a Manager who can be reached upon request. Our Managers are here to assist you and will give full attention to your needs.

#### **Patient Advocates**

Designated patient advocates are our Social Workers who visit each patient care unit on a daily basis and are also available upon request. They promote patient satisfaction, advocate for your needs and ensure that your concerns are brought to the attention of a Manager.

**NURSING SUPERVISOR IS AVAILABLE 24 HOURS TO HELP RESOLVE YOUR CONCERNS**

**– THEY CAN BE CONTACTED THROUGH THE OPERATOR**