



STATE OF NEW YORK  
DEPARTMENT OF HEALTH

433 River Street, Suite 303

Troy, New York 12180-2299

Antonia C. Novello, M.D., M.P.H., Dr.P.H.  
*Commissioner*

Dennis P. Whalen  
*Executive Deputy Commissioner*

January 27, 2006

Dear Chief Executive Officer:

The New York State Department of Health has instituted a new initiative to streamline, standardize and improve the process by which the citizens and others who receive care in New York State hospitals and diagnostic and treatment centers can register concerns or complaints. The Centralized Hospital Intake Program (CHIP) has been established in the Bureau of Hospital and Primary Care Services headquarters at 433 River Street in Troy, New York 12180. The single toll free hotline will supercede all other regional listings for the purpose of accepting hospital and diagnostic and treatment center complaints. **The new 24-hour toll free number is 800-804-5447 and will become effective February 1, 2006.**

The new process is intended to improve the quality and speed of the complaint intake process for all persons who have occasion to register complaints about hospitals and diagnostic and treatment centers to the Department. Calls to the 800 number will be answered by specially trained nursing staff experienced in hospital and diagnostic and treatment center operations, and in the area of sensitive complaint information. A full intake process at the time of the call will ensure sufficient understanding of the nature of the complaint and allow a dialog between the intake staff and the caller. Each complaint will be assigned to the Department's regional office for investigation in accordance with federal and state statutory and regulatory requirements. Complaints received by mail will also be processed through the centralized program.

All complaints will be acknowledged in writing to those complainants who identify themselves, with a complaint identifier and contact information for the appropriate regional office.

Attached to this correspondence is a document with the updated phone number and address for the Central Hospital Intake Program. **This insert should be added to your current supply of Your Rights As A Hospital Patient booklets, replacing the current page listing the Regional offices as the number to call to register a complaint.** When you are ready to print a new supply, the updated information will be included on the Department's website for you to download as the latest edition.

The new hotline process will not replace routine contact between hospitals and diagnostic and treatment centers and regional offices on non-complaint related matters. The Regional Office staff is available for your questions and other information as needed.

Sincerely,

A handwritten signature in cursive script that reads "Martin J. Conroy".

Martin J. Conroy  
Director  
Bureau of Hospital & Primary Care Services

# Concerns/Problems/Complaints About Your Hospital Care

If you have a concern, problem or complaint related to any aspect of care during your hospital stay, speak to your doctor, nurse or hospital staff member. If hospital staff has not resolved the problem, you may contact the New York State Department of Health by mail or by phone.

You may call the toll-free number at 1-800-804-5774 or you may file a complaint in writing and send it to:

New York State Department of Health  
Centralized Hospital Intake Program  
433 River Street **6th Floor**  
Troy, New York 12180

Questions or Comments: [hospinfo@health.state.ny.us](mailto:hospinfo@health.state.ny.us)