

JOSEPH P. ADDABBO FAMILY HEALTH CENTER, INC.

PATIENT GRIEVANCE

As a patient, you or your designee may file a complaint regarding the care and services provided at JPAFHC (The “Center”). **The Center will investigate your complaint and is responsible for providing you or your designee with a response, if requested, indicating the findings of the investigation.** If the Center or the Board of Directors QA Committee makes a recommendation that is not satisfactory, you or designee may file a complaint with the New York City Department of Health Office of Quality Assurance (NYCDOHOQA). If you are not satisfied with the response from NYCDOHOQA, you may file a complaint with New York State Department of Health Office of Systems Management (NYSDOHOSM), phone: 800-804-5447. For patients who receive services from the Ryan White program, if you are not satisfied with the Center’s findings, you or your designee may file a complaint with New York State Department of Health AIDS Institute Grievance Line (NYSDOHAI), phone: 800-206-8125, 90 Church Street, 13th Floor, New York, NY 10007. If the findings from NYSDOHAI are not satisfactory, you or your designee may file a grievance with Human Resources and Services Administration (HRSA), (hrsa.gov or 301-443-0493)