



Patient Advocates Program

MAR 19 - Webinar Teach in



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Complaining About Hospital Care to the NYS Department of Health

Date: Tuesday, March 19, 2024 **Time:** 10:00 AM—11:00 AM

Speakers: Lori Schillinger, RN, Deputy Director, Division of Hospitals and Diagnostic and Treatment Centers, New York State Department of Health

Stephanie Shulman, DrPH, MS Director, Division of Hospitals and Diagnostic & Treatment Centers, New York State Department of Health

To register for the Webinar, [click HERE](#), or scan the QR Code

To connect by phone: 646-558-8656, Webinar ID: 858 6312 7641#



Session Overview

In NYS we have patients and families fortunate to have several important patients' rights guaranteed by state and federal laws and regulations. This includes the right to contact the Department of Health (DOH) if you have a concern, problem or complaint related to any aspect of care during your hospital stay when it isn't resolved by hospital staff. This complaint investigation system is an important part of efforts to improve quality of care.

This presentation will help older persons, care givers and aging network professionals gain a better understand of how the NYS hospital complaint system works and how to access the system.

In this session you will learn about:

- How the Department of Health (DOH) follows up on concerns, problems or complaints raised by consumers about their hospital care.
- The Centralized Hospital Intake Program and the role of the regional offices.
- The types of complaints that can be made.
- How to most effectively word a complaint to help the Department understand and follow up on the issue.
- How a third party or family caregiver can assist a patient in filing a complaint.
- What types of action the Department takes to follow up on complaints and correct persistent problems.
- An overview of the volume and types of complaints received.
- The New York State Patients' Bill of Rights.

STATE  **WIDE**

New York StateWide Senior Action Council, Inc
275 State Street, Albany, NY 12210 • 800-333-4374 • Fax 518-436-7642
www.nysenior.org

Patients' Rights Helpline 800-333-4374



Upcoming Teach ins:

- **March 19:** The New York State Department of Health Hospital Quality Complaint System for Consumers
- **April 23:** To be announced
- **May 21:** Rhonda Schwartz, Regional Administrator, Administration for Community Living (ACL)
- **June 25:** To be announced

If you missed an earlier Teach in, visit

[Telephone Teach-Ins | StateWide \(nysenior.org\)](http://www.nysenior.org/Telephone-Teach-Ins)

Instructions and Other Information

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "Information for Hospital Patients", click on **Telephone Teach-in**. This will take

Call 800-333-4374 to reserve your spot!

NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging

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Information is also available on the StateWide website at
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E-mail questions to:
patientsrights@nysenior.org