



# Patient Advocates Program

## Feb 25 - Webinar Teach in

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## Complaining about Hospital Care to the NYS Department of Health

**Date:** Tuesday, Feb 25, 2025 **Time:** 10:00 AM—11:00 AM

**Speakers:** Lori Schillinger, RN, Deputy Director and Stephanie Shulman, DrPH, MS Director, Division of Hospitals and Diagnostic & Treatment Centers, NYS Department of Health

**To register for the ZOOM Webinar event:** scan the QR code, click [HERE](#), or visit our website at [www.nysenior.org](http://www.nysenior.org)

**To connect via phone:** 646-558-8656, **Webinar ID:** 830 3465 1696 #



### Session Overview

In New York, patients and families 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 understanding 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**  
4 Computer Drive West, Suite 205, Albany, NY 12205 • Fax 518-436-7642  
[www.nysenior.org](http://www.nysenior.org) • 800-333-4374

**Patients' Rights Helpline 800-333-4374**



### Upcoming Teach ins:

- **March 25:** Independent Intellectual and Development Disabilities Ombudsman Program
- **April 22:** Elder Law Tips for Long Term Care Planning: Updates on Medicaid Requirements

If you would like to view a recording of our past webinars, visit our website at:

<https://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](http://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 you to additional information about past Teach ins, powerpoint presentations and other important notes.

# 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*

**STATE WIDE**

New York StateWide Senior Action Council, Inc  
275 State Street, Albany, NY 12210 • 800-333-4374 • Fax 518-436-7642  
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The **Helpline** is toll free at  
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Information is also available on the StateWide website at  
**[www.nysenior.org](http://www.nysenior.org)**

**E-mail questions to:**  
[patientsrights@nysenior.org](mailto:patientsrights@nysenior.org)