



New York Lawyers For The Public Interest, Inc.

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DO YOU FEEL YOUR RIGHTS AS A PATIENT WERE VIOLATED?

You can file a complaint with the New York State Department of Health against a hospital or health clinic



How do I file my complaint?

- By phone, by calling 1-800-804-5447. If you are not comfortable with English, ask the person on the phone for an interpreter.
- In writing, by sending a letter to:

New York State Department of Health
Centralized Hospital Intake Program
433 River Street, Suite 303

What information should I include with my complaint?

- Your name, address, and phone number. Or the contact info of a friend or advocate who is willing to file the complaint on your behalf. Or you can remain anonymous.
- The name and address of the hospital or clinic.
- The date of your visit
- The reason for your visit
- The names of any doctors or nurses or staff you met with during your visit.
- Details about your hospital visit and why you believe your rights were violated or you were mistreated. Remember to write down all relevant information.

Tips for Filing a Complaint

- **Include all paperwork** you think may be relevant. For example: If you were asked to sign papers in English, even if you are not comfortable with English, you can send copies of those documents.
- **Bring a pen & paper with you to appointments.**
- **Write down information about the visit:**
 - The date of your visit
 - The name and address of the hospital or clinic
 - The reason for your visit
 - The doctor or nurse who treated you
 - Any problems you had

If you were mistreated by a specific doctor, you can file a separate ethics complaint about that person. Please contact NYLPI for more information.



Questions?

Concerns?

Want more information?

Contact NYLPI's Health Program: 212-244-4664