
Reporting to the Department of Public Health & the Massachusetts Board of Registration in Medicine

Are you aware of any instances of abuse, neglect, or mistreatment of a patient or misappropriation of a patients' property by another staff member, physician or other health care provider? If so, you are encouraged to report these conditions to your supervisor or the Director of Quality at Anna Jaques Hospital.

You may also refer your concerns to:



Department of Public Health

Massachusetts Department of Public Health
Division of Health Care Quality
Complaint Unit
99 Chauncy Street
Boston, MA 02111
Hotline: 1-800-462-5540

In addition to submitting complaints to the AJH Director of Quality or Department of Public Health you may also report your concerns about patient care and safety to:

The Commonwealth of Massachusetts Board of Registration in Medicine

Commonwealth of Massachusetts
Board of Registration in Medicine
200 Harvard Mill Square
Suite 330
Wakefield, MA 01880

AJH will never take retaliatory action against anyone who makes a report to the Department of Public Health or the Massachusetts Board of Registration in Medicine.

The Joint Commission

Do you have a complaint about the quality of care provide to a patient? The Joint Commission wants to know about it. Send your complaint by mail, fax or e-mail. Summarize the issues in one to two pages and include the name and address of the Hospital.

When submitting a complaint to The Joint Commission, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables The Joint Commission to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed.

The Joint Commission will treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the Hospital in the course of a complaint investigation. The Joint Commission policy forbids the Hospital from taking retaliatory actions against employees for having reported quality of care concerns to The Joint Commission.

E-Mail: complaint@jointcommission.org

Fax: Office of Quality Monitoring (630) 792-5636

Print a Quality Incident Report Form (www.jointcommission.org)

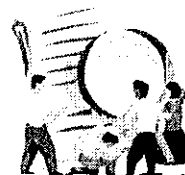
Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Print a Quality Incident Report Form



If you have questions about how to file your complaint, you may contact The Joint Commission at this toll free U.S. telephone number, 8:30 to 5 p.m., Central Time, weekdays: (800) 994-6610

SCOPE OF COMPLAINT EVALUATIONS

Complaint information is used to strengthen the oversight activities of The Joint Commission and improve the quality of care in accredited facilities. The Joint Commission addresses all complaints that relate to quality of care issues within the scope of their standards. These include issues such as patient rights, care of patients, safety, infection control, medication use and security.

The Joint Commission does not address individual billing issues and payment disputes. Also, The Joint Commission does not have jurisdiction in labor relations issues or the individual clinical management of a patient. The Joint Commission does not review complaints of any kind in unaccredited organizations.