

### ♥ PRIMARY CONTACT INFORMATION

Fresno Heart & Surgical Hospital  
15 East Audubon Drive (across the street from Woodward Park)  
Fresno, CA 93720  
(866) 433-8558  
[www.fresnoheartandsurgical.org](http://www.fresnoheartandsurgical.org)

### ♥ CONCERNS OR COMPLAINTS

Central to our efforts is the delivery of high quality care to our patients along with exceptional customer service. In addition, please be assured that we acknowledge and support the rights and responsibilities of our patients at the Fresno Heart & Surgical Hospital. (See the Patient Rights/Responsibilities packet you were given upon registration for specific information).

If you have any concerns, please speak to your caregiver. If you feel as though you haven't received resolution, ask to speak to either the manager or director of the department or unit in which you're receiving services. We would appreciate the opportunity to resolve any concerns that might arise--in particular quality or patient safety issues.

Should your caregiver or the respective manager or director of the patient care area be unable to resolve your concerns to your satisfaction, please call the Operator by dialing "0" on a hospital phone or calling 433-8000 and ask to speak to "Administration" during regular business hours or ask for the House Supervisor after business hours.

To file a complaint with the California Department of Public Health or the Office of Civil Rights you may contact the California Department of Public Health at (559) 437-1500 or the Department of Health and Human Services Office for Civil Rights at (415) 437-8310. If concerns or complaints are not addressed, they may be reported to the Joint Commission Association – Office of Quality Monitoring either by calling (800) 994-6610 or at the e-mail address of [complaint@jcaho.org](mailto:complaint@jcaho.org).

If you want to file a grievance with this hospital, you may do so by filling out a Concern/Complaint form or by calling:

**FRESNO HEART & SURGICAL HOSPITAL at 559-433-8000**

The grievance committee will review each grievance and provide you with a written response within 7 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization.

## CONTACT INFORMATION

If you want to file a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process, the California Department of Public Health's phone number and address is:

**STATE OF CALIFORNIA DEPARTMENT OF PUBLIC HEALTH**  
**Fresno District Office**  
**285 W. Bullard, Suite 101**  
**Fresno, CA 93704**  
**1-800-554-0351**  
**(559) 437-1500**

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling (800) 994-6610 or e-mailing [complaint@jcaho.org](mailto:complaint@jcaho.org).