



# COMMUNITY WELLNESS PARTNERS

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## Making life about you

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*An affiliation of LutheranCare® and Presbyterian Homes & Services*

**The New York State Department of Health, Division of Nursing Home and ICF/IID Surveillance** is responsible for investigating complaints about resident abuse, neglect, mistreatment and incidents occurring in nursing homes in New York State that are related to a State and/or Federal regulatory violation.

### **CONTACT INFORMATION for filing a complaint:**

1. Agency: New York State Department of Health.
2. Division: Nursing Home Complaint Hotline.
3. Phone Number: (888) 201-4563.
4. Business Hours: Monday - Friday: 8 AM - 4:45 PM.

### **Filing a Nursing Home Complaint: form:**

<https://apps.health.ny.gov/surveyd8/nursing-home-complaint-form>

All complaints received about nursing homes are reviewed by the Department through the Centralized Complaint Intake Unit and appropriate action is taken. Some investigations require Department investigators to conduct interviews, review medical records and other facility documentation, and perform other activities onsite at the nursing home.

### **Compare quality, find specialty homes, and view inspection information**

Nursing Home Profiles provides useful information about every nursing home in New York State. This site examines: <https://profiles.health.ny.gov>

- Quality of care received
- Quality of life achieved
- Safety of residents
- Preventive care practices
- Inspections and complaint information

**Nursing Home Compare Website:** <https://www.medicare.gov/care-compare>