

## **Concerns and Complaints About Patient Care, Safety, and Comfort**

If any patient or patient's family member has concerns about the care the patient is receiving and safety in the hospital, these concerns should be shared with the Health System staff caring for the patient. In the event that the concerns cannot be resolved at this level, the patient's nurse will contact the Department Director who will work with all parties to resolve the matter.

Concerns about patient comfort, room temperature, food, housekeeping needs or lost items should be reported to the

**High Point Regional Guest Service Line  
336-878-6999.**

In addition, patients and/or families have the right to file a grievance or to lodge a complaint without leaving a name or contact information. The grievance or complaint may be made by calling the

**High Point Regional Health System Regulatory Hotline  
336-878-6970 or 1-800-826-6762.**

If concerns about patient care and safety in the hospital cannot be resolved to your satisfaction through hospital management channels, you may contact the

**Joint Commission Office of Quality Monitoring  
1-800-994-6610**

**E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org).**

High Point Regional recognizes that an independent assessment ensures that the patient's best interests are of primary concern. Therefore the names, addresses and telephone numbers of the appropriate agencies are listed below. Patients and/or families have the right to contact these agencies directly, file a complaint with the state survey or certification agencies, and initiate any concern about patient abuse or neglect.

**NC Division of Health Service Regulation  
Complaint Intake  
Unit 2711 Mail Service Center  
Raleigh, NC 27699-2711  
phone (complaint hotline) 1-800-624-3004  
or (919) 855-4500  
fax (919) 715-7724**

**Program Integrity  
Medicaid Fraud Control Unit  
Kirby Building  
1985 Umstead Drive  
Raleigh, NC 27603  
1-800-662-7030**