

PUBLIC NOTICE

The Joint Commission Unannounced Survey Process

The Joint Commission will conduct unannounced accreditation surveys beginning in 2006. The purpose of these surveys will be to evaluate the organization's compliance with nationally established Joint Commission standards. The survey results will be used to determine whether, and the conditions under which accreditation should be awarded the organization. Joint Commission standards deal with organizational quality of care and the safety of the environment in which care is provided.

Anyone believing that he or she has pertinent and valid information about such matters should contact Rome Memorial Hospital's Vice President/Chief Risk Officer Raymond Carnevale at rcarnevale@romehospital.org or 315-338-7344.

If an issue or concern is not resolved he or she may contact:
New York State Department of Health at: (800) 804-5774 or
Centralized Hospital Intake Program
433 River Street, 6th Floor
Troy, New York, 12180

If an issue or concern remains unresolved he or she is encouraged to contact the Joint Commission by fax at 630-792-5636, by e-mail at complaint@jointcommission.org, or by mail at:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

To contact Rome Memorial Hospital with your concerns, please call 315-338-7344.