



## THE ROCKEFELLER UNIVERSITY HOSPITAL INFORMATION HANDBOOK

### WELCOME TO THE ROCKEFELLER UNIVERSITY HOSPITAL

The Rockefeller University Hospital has compiled this handbook to help you as a research participant prepare for your visit or admission to The Rockefeller University Hospital. The handbook provides information about practical aspects of your Hospital stay, such as visiting hours, support services, and transportation to The Rockefeller University Hospital. Some unique features of The Rockefeller University Hospital are described so that you will have a better picture of daily routine in our Hospital, which is dedicated to medical research. We believe that your visit/stay will be more meaningful if you know about the available services and the procedures you'll encounter.

#### USEFUL NUMBERS

CLINICAL RESEARCH OFFICER: 212-327-8408 or 7408

OUTPATIENT NURSES' STATION: 212 -327-8404    INPATIENT NURSES' STATION: 212- 327-8448

SOCIAL WORK DEPARTMENT: 212 – 327-8415    SECURITY: 212 -327-8506

#### HISTORY AND ACHIEVEMENTS OF THE ROCKEFELLER UNIVERSITY HOSPITAL

The Rockefeller University Hospital has been recognized for its excellence in biomedical research since its opening in 1910. The scientists and researchers at The Rockefeller University conduct basic, clinical, and applied research related to a broad spectrum of diseases and health problems.

Many important discoveries have been made at The Rockefeller University Hospital. One of the most famous discoveries was the finding that DNA is the molecule that transmits genetic information.

The Rockefeller University Hospital operates in accordance with the laws of New York State, which inspects and licenses hospitals.

All research study protocols conducted at The Rockefeller University Hospital have been carefully scrutinized by the Advisory Committee for Clinical and Translational Science (ACCTS ), a committee charged with ensuring that a study has high scientific merit, and the Institutional Review Board (IRB) that includes individuals not affiliated with The Rockefeller University and is charged with ensuring that reasonable efforts have been made to protect the safety of individuals participating in the study.

The Rockefeller University Hospital collaborates with other institutions, such as Memorial Sloan-Kettering Cancer Center, the Greater New York Hospital Association, and the New York Presbyterian Hospital-Weill Cornell Medical Center.

Research participants at The Rockefeller University Hospital consent to participate in research protocols and are generally not charged for any care provided as part of a research study. Unlike most hospitals, The Rockefeller University Hospital does not routinely provide standard diagnostic and treatment services. Admission is selective insofar as research participants are chosen by The Rockefeller University Hospital clinical investigators because they have a condition being studied at the Hospital or because they are healthy volunteers.

#### PATIENT BILL OF RIGHTS

As a participant in a research study, you are expected to carry out the activities you agreed to when you volunteered to participate. This is crucial for the success of research. You are entitled to withdraw from the study at any time for any reason, including if you no longer want to be in the study. If you are unable to follow the protocol, the results of the study may be affected, and you may be asked to leave the study.

The most important people in medical research are the research participants—the utmost priority is protecting the safety and rights of those who volunteer to participate in our research studies. In addition to our assurances, you are also protected by the New York State Patients’ “Bill of Rights” as a hospital patient in New York State.

#### CONDUCT

The Hospital Staff follow the Hospital’s Code of Conduct which promotes courteous and respectful treatment of research participants and staff. Research participants are expected to support mutual consideration and respect by maintaining civil language when conducting interactions with staff, practitioners, and other research participants.

#### DIVERSITY, EQUITY, AND INCLUSION IN RESEARCH (DEI)

The Rockefeller University Hospital aligns with The Rockefeller University’s DEI mission to foster a community and culture where everyone has a sense of belonging and can advance their scientific learning and potential in a space that welcomes diversity and values the richness of various backgrounds, races, cultures, experiences, beliefs, and values. We will continue to examine and address health care disparities affecting vulnerable populations in research and implement solutions that foster collaborations with research participants, policy makers, and community organizations ensuring that everyone is treated fairly and with respect.

#### INTERPRETERS

The Rockefeller University Hospital makes available telephone operator-assisted interpretations in over 95 languages, 24 hours a day, 7 days a week to assist research participants who do not speak English.

## ADVANCE DIRECTIVES FOR MEDICAL CARE

“Advance Directives” is a term for a group of written instructions that you can use to give directions about the type of care you want or don’t want, if you are too sick or unable to make decisions about your care. There are several types of written instructions that are included in the Advance Directives category, including: a Health Care Proxy, Do Not Resuscitate (DNR) orders, and a Living Will. If you already have an Advance Directive, please give a copy to the nursing staff. You should also keep a copy, give a copy to the person you appoint as your Agent, and give one to your family. We encourage you to talk to our nursing staff, our doctors, or our social worker if you have any questions about Advance Directives.

## HIV RELATED INFORMATION

HIV-related information may not be shared without your written authorization, unless required by federal or state law. You also have a right to request a list of people who receive or use your HIV-related information. If you experience discrimination because of the release or disclosure of HIV-related information, you may contact the New York State Division on Human Rights at 718-741-8400 or the New York City Commission on Human Rights at 212-306-7500. These agencies are responsible for protecting your rights.

## GENETIC INFORMATION NONDISCRIMINATION ACT

A Federal law, called the Genetic Information Nondiscrimination Act (GINA) generally makes it illegal for health insurance companies to discriminate against you based on your genetic information. This law generally protects you in the following ways:

-Health insurance companies and group health plans may not request your genetic information that we obtain from this research.

-Health insurance companies and group health plans may not use your genetic information when making decisions regarding your eligibility or premiums.

Employers with 15 or more employees may not use your genetic information that we obtain from this research when deciding to hire, promote, or fire you, or when setting the terms of your employment.

The federal law does not protect you against genetic discrimination by companies that sell life insurance, disability insurance, or long-term care insurance. For more information go to

<http://www.hhs.gov/ohrp/humansubjects/guidance/gina.html>.

## INFORMED CONSENT

We want you to understand and consent to the procedures we use for the study you may enroll in, and what you can expect from your participation.

Clinical investigators and nurses will explain treatments and tests before they occur to make certain that you understand and agree to them. You may be asked to describe them in your own words, to make sure you understand. You will be asked to sign a consent form to show that you agree to be in the study.

If you have questions later, even after you have given your consent, please discuss them with your clinical investigator, nurse or the Clinical Research Officer who helps research participants to understand and agree to participate in the studies. You can reach the Clinical Research Officer at 212-327-7408. We want you to understand what will be done and why.

*If at any time you wish to withdraw from the research study, you may do so. You need to tell the clinical investigator, nurse, or Clinical Research Officer. If abruptly ending your participation may have medical consequences for you, the implications will be explained to you.*

The person explaining the protocol to you should give you a copy of the protocol informed consent form at the time you sign it. If you were not given a copy of the consent or would like another copy, please ask the clinical investigator or a nurse.

### MEDICAL RECORD INFORMATION

If you have questions about access or release of your medical records, please contact the Hospital Information Systems Department at 212-327-8417 or email [medrec@rockefeller.edu](mailto:medrec@rockefeller.edu).

### PROTECTING YOUR PRIVACY

Research participants who give information about themselves or their families to the clinical investigators and other workers in a hospital can reasonably expect that their information will be kept confidential consistent with the law and as authorized by the research participants. We will do this to the best of our ability.

The collection, maintenance, and use of patient information in medical record or other data storage systems at The Rockefeller University Hospital are governed by federal and state law, including the Privacy Act of 1974 (2020 Edition), the Health Insurance Portability and Accountability Act (“HIPAA”), and the NY Shield Act. These laws describe how personal identifying information, including medical information, can be used, disclosed and how to maintain its confidentiality.

Consistent with these laws and regulations, clinical staff and employees of The Rockefeller University Hospital may have access to any information necessary to perform their assigned duties.

The information we obtain from the studies in which you participate may be shared with members of the medical community to improve prevention and therapy. Individual information about a research participant is kept confidential and is used and disclosed to a limited number of people.

The people who have access to a research participant’s individual information are Hospital staff involved in the patient care and research programs. Under certain circumstances government agencies (including the Department of Health and Human Services and the Food and Drug Administration) and other oversight organizations also may review research participants’ information. A research participant gives written authorization to allow certain people to see individual information, and so at a research participant’s request, we will provide information to physicians and organizations who are specified.

Clinical research depends on accurate and complete information. You may be asked for medical and personal information when you enroll in a study. The sharing is voluntary. However, if you decline to

give information or undergo tests that are important for the conduct of research, the investigator may decide to withdraw you from the study.



## PROVIDING FEEDBACK – EMPOWERING THE PARTICIPANT VOICE – RESEARCH PARTICIPANT PERCEPTION SURVEY

As a research participant at The Rockefeller University Hospital, you are a critical member of the clinical research process. We are very interested in your feedback about your experiences participating in research at the Hospital. Your input about our services is vital to our continued success.

We conduct a patient perception survey that helps us identify the areas that are functioning well and the areas in need of improvement. We send the survey to every participant at important times during participation: 1) A few weeks after the informed consent conversation 2) At the conclusion of study participation (unless it is very close to #1); 3) For studies involving participation over a year or more, each year. An invitation to complete the online survey will be provided by email (or by text, or the patient portal in the future).

The survey is short, 3-5 minutes and confidential. Your individual responses are not shared with the research team. We listen to participants and use the results of the survey to inform innovations and enhancements. We will share the results of what we learn on the survey project website. ([www.rockefeller.edu/research/epv](http://www.rockefeller.edu/research/epv)).

## RESEARCH SUBJECT ADVOCATE

The Clinical Research Officer, within the Clinical Research Support Office, serves as a link between the research participant, the Hospital, and the investigators, to ensure the safety and protection of the rights of research participants. The Clinical Research Officer makes every effort to ensure that research participants are informed of their rights and responsibilities. We realize that this setting is unique and may generate questions about your role in the research process. As in any large and complex organization, despite the best of intentions, misunderstandings can occur. If you have an unanswered question or feel there is a problem you would like to discuss, you may ask the nursing staff, your investigator, or the Clinical Research Officer: 212-327-8408/7408. The sooner issues are identified, the easier they are to address. Calls made to this number after 5pm or on weekends or holidays will be returned the following business day. In the event of urgent matters, ask the Nurse Manager to contact the Clinical Research Officer directly.

## PUBLICATIONS

Some of the information obtained from you during a clinical study may appear in scientific publications or be presented to professional audiences at meetings. It may also be used for the purpose of teaching health professionals or students in the health professions. Under these circumstances, your name and other identifying information will not be released.

## RELEASE OF PATIENT INFORMATION TO THE MEDIA

From time to time, we may receive media requests for information about patients who are being treated at The Rockefeller University Hospital. These requests are handled by The Rockefeller University Communication and Public Affairs Office, which will make all reasonable efforts to protect your privacy. Our primary concern is patient welfare. Your medical records, including diagnosis, are confidential and will not be released to the media.

On rare occasions, the media may be made aware of a volunteer's presence at The Rockefeller University Hospital through sources beyond our control, for example, by family members. If you are contacted by the media while you are a patient here, please inform your clinical investigator. If appropriate, we can make The Rockefeller University Communication and Public Affairs Office available to help you in responding to the media.

## USE OF INFORMATION AT THE ROCKEFELLER UNIVERSITY HOSPITAL

The information you provided our staff, and information that is generated during your participation in research, is maintained in our electronic health record (Cerner). In addition, records containing some of the same or similar information are maintained by the Memorial Sloan-Kettering Cancer Center Clinical Laboratory where much of The Rockefeller University laboratory work is performed. X-rays are interpreted at New York Presbyterian Hospital-Weill Cornell Medical Center.

The Rockefeller University scientists and their technical assistants also maintain research records in their office and laboratories. Research records may include records of clinical research procedures performed on research participants, or they may be compilations of data abstracted from the medical records of patients, some of whom may have no personal contact with the scientist. Such records are essential to the conduct of the research and form the basis for the articles published by The Rockefeller University scientists in medical and scientific journals each year. A research participant's identity will be coded and not shared as part of any clinical research report or publication.

Individuals who will see your personal health and research information sign confidentiality statements consistent with Hospital policy to protect the privacy of patients.

## WHEN YOU ARRIVE

Access to The Rockefeller University is via the main entrance on 66<sup>th</sup> Street and York Avenue. Tell the security officer that you are a Hospital research participant. The officer will announce your arrival to the Nursing Staff and direct you to the Hospital Outpatient Unit on the ground floor A level, or the Nurses' Station located on the third floor of the Hospital.

If you are a new participant, you will register using one of our kiosks. You will be asked to review and sign a general consent form for routine examination, diagnosis, treatment, and photographs. You will also be asked to review and sign an Authorization to Obtain, Use and Disclose Health Information form. This form states that The Rockefeller University Hospital will do its utmost to protect your privacy and identity when The Rockefeller University Hospital may share information about you.

For a participant who is younger than 18 years old, only a parent, legal guardian, or legally authorized representative may sign consent for the participation of the minor in research studies. According to New York State law, an emancipated minor may sign consent for his/her own research participation.

## CALL BELLS

Each common area, patient room, bathroom, and procedure suite on the Inpatient Unit has a call bell which transmits a signal to the Nurses' Station.

## COMPUTERS

There are two public computers with printers located in the Greenhouse on the 3<sup>rd</sup> floor Inpatient Unit. These are available for use 24 hours a day. We ask that you please be respectful of other people when using the computers. Do not leave personal, potentially offensive, or unsaved material on the computer. To report a problem with the computer please go to the Nurses' Station for help and a staff member will address them. The Rockefeller University Hospital also has wireless internet access throughout the building. A personal computer brought with you during your stay is your responsibility.

## DIRECTIONS TO CAMPUS

The University's main entrance is at 1230 York Avenue at 66<sup>th</sup> Street on Manhattan's Upper East Side.

### Public Transportation

By bus: M15, uptown on First Avenue to 66<sup>th</sup> Street  
M15, downtown on Second Avenue to 66<sup>th</sup> Street  
M31, crosstown going East on 57<sup>th</sup> Street, North on York to 66<sup>th</sup> Street.  
M66, crosstown going East on 68<sup>th</sup> Street to 68<sup>th</sup> Street and York

By subway: Number 6, uptown/downtown local, Lexington Avenue and 68<sup>th</sup> Street  
Number 4, or uptown/downtown express to 86<sup>th</sup> Street  
F train uptown/downtown local to Lexington Avenue at 63<sup>rd</sup> Street

For more information about public transportation: <https://new.mta.info/>

By car: Southbound FDR Drive to East 63<sup>rd</sup> Street exit  
Northbound FDR Drive to East 61<sup>st</sup> Street exit

Taxis may be called from the Nurses' Station. The staff will ask Security to direct the cab to the Hospital building.

## DOCTORS AND NURSE PRACTITIONERS

Your team: While you are a participant at The Rockefeller University Hospital, you will be cared for by a team of clinicians. In the Hospital, your investigator, or a member of the investigator's laboratory (a nurse practitioner or an MD), share the responsibility for your care. You may also see another clinician who works full-time in the Hospital. That doctor is called a "Hospitalist" and is a specialist in caring for adult patients. Your team may also include the Hospital's Nurse Practitioner, who cares for patients in collaboration with the investigators and the Hospitalist.

All the care given to participants at The Rockefeller University Hospital is under the guidance of our Medical Director and our Physician-in-Chief. These doctors review all the clinical care activities in the Hospital every week. You may not see them during your stay, but they meet with the staff and oversee the clinical care at the Hospital to assure the quality of care given to you during your participation at The Rockefeller University Hospital.

There are many people available to answer your questions about your care during your participation at The Rockefeller University Hospital. For questions about your research protocol, ask your clinical investigator or a member of the investigator's team. If you have a question about your clinical care during your participation, ask your nurse or the Hospitalist. Most importantly, please feel free to ask any of us any questions you may have. We will find answers for you or direct you to the best source of information.

If you have any questions or concerns about your participation in your research study, you may discuss them with the Clinical Research Officer at 212-327-8408/7408.

### ETHICS COMMITTEE

The Rockefeller University Hospital Ethics Committee helps maintain high ethical standards in clinical research. Members of the Committee are specially trained to help you, and the investigator leading the protocol you are participating in, make decisions that reflect your values and beliefs. Members of the Committee include persons from The Rockefeller University and external members. During your stay and through the course of your protocol, you may need to make decisions about your participation in research. These decisions may be hard to make. The Ethics Committee is available to help you or your clinical investigator make these decisions.

### INFECTION CONTROL

One of our most important safety goals is to prevent the spread of infectious and communicable diseases among research participants, visitors, and staff members. Our Hospital, guided by the experts on the Infection and Control Committee, establishes policies to ensure that we have up-to-date information and implement the most advanced techniques to prevent the spread of infection.

### HAND HYGIENE

Hand washing or hand disinfection is the single most important means of preventing infection in the Hospital. Our staff members are expected to wash or disinfect their hands before they treat you. You are welcome to ask them if they have cleaned their hands. You and your visitors are expected to wash their hands as well. Hand soap and alcohol foam are provided in your room entryway.

### INPATIENT UNIT

Your stay on the Inpatient Unit will usually follow an established routine, including regularly scheduled tests, meals, sleep, clinical investigators' visits, and medicines. You may have special tests or treatments, however, that interrupt the routine schedule.

## WHAT TO BRING WITH YOU TO THE HOSPITAL

All prescription and non-prescription medications and nutritional supplements that you are currently taking.

- Hospitalization and health insurance cards (even though you are here for a research study).
- Toiletries (i.e., shampoo, toothbrush, shaving cream, razor, etc.).
- Clothing (i.e., street clothes, robes, sleepwear, slippers).
- A copy of Advance Directives (Living Will or Health Care Proxy), if you have any of these.
- The name and address of your private physician, especially if you wish to have a copy of your Rockefeller University Hospital Discharge Summary sent to your physician.

You are urged to be up and dressed during the day unless there is a specific reason to the contrary related to your protocol. You should plan to wear casual street clothes and comfortable walking shoes or slippers. If you prefer to go out of your room in sleepwear, please wear a bathrobe. At night, you will probably prefer to use your own sleepwear, robe, and slippers. However, if you do not have sleepwear, The Rockefeller University Hospital can provide a standard hospital gown.

## MEAL SERVICE

The Bionutrition Department strives to produce high quality meals that are wholesome and nutritious. Your comments and suggestions are always welcome.

You will receive all your meals and snacks (when ordered by your team) from the Bionutrition Department during your inpatient stay. In this way, we can assure wholesomeness of your meals.

When you are participating in an inpatient research study, you will be visited by a member of the Bionutrition Department. These members include the Bionutritionist and the Bionutrition Dietetic Technician who will review your diet with you.

If you are on a regular diet, you will receive a menu with a choice of entrees, sides, desserts, and beverages. If you are on a research diet, you will receive individualized instructions regarding your meals. It is very important that you follow these instructions precisely. Please ask any questions you may have about your diet or meal tray.

## HOSPITAL DISCHARGE

When your participation in the research is completed, you will be discharged to the care of your usual healthcare provider. If you need help to decide for your post-hospital care after you leave, the Clinical Social Worker will help you locate appropriate community resources.

Hospital stays vary from a few days to several weeks. Accordingly, your needs may change depending on the length of your hospital stay. Some participants may continue to be studied by clinical investigators for months or years after leaving the Hospital. Thus, you may be asked to return to the Outpatient Research Center for examinations from time to time. Your clinical investigator will explain the procedures if they want you to return.

## IDENTIFICATION BRACELET

On admission to the Inpatient Unit, you will receive an identification bracelet to wear on your wrist. Please always keep it on, even while bathing or when going out on pass. To promote patient safety and avoid errors, you can expect to have your identity verified before all procedures and medication administration.

## LEAVING THE INPATIENT UNIT

To leave the Inpatient Unit, your clinical investigator must write an order in your electronic medical record. Before leaving the unit, please check with the Nursing Staff to see if you are scheduled for any tests or medications, sign the check-out book at the Nurses' Station, leave your room key at the Nurses' Station and inform a staff member. This enables the Nursing Staff to locate you if necessary. You need permission from your doctor or nurse practitioner to go outdoors or have an evening or weekend pass. Check with your nurse to make sure no tests are scheduled when you plan to be away. Your nurse will obtain the medication that you will need to take while you are on pass and will notify the Bio nutrition Department about your meals.

You must return from pass no later than 12am or earlier if required for your research study. If unexpected events prevent you returning by midnight, please call the Nurses' station immediately at 212-327-8448.

## NURSING STAFF

You will get to know the Nursing staff well since they provide much of your day-to-day care and are a link to other Hospital staff. They will assist you and your family in making certain that your medications, tests, and treatments are carried out. All the nurses are certified in advance life support procedures and are experienced in conducting research protocols. They will try to make your visit to The Rockefeller University Hospital constructive and pleasant.

## LODGING FOR COMPANIONS

There are many hotels near The Rockefeller University Hospital. The Clinical Social Worker can provide you with the necessary information. You can discuss any special needs with your clinical investigator or the Clinical Social Worker at 212-327-8415.

## LUGGAGE

You may place your luggage and other personal items in the locking closet in your room. When you are discharged, you are required to take all your belongings with you.

## MEDICINES

If you are bringing any medicines to the Hospital with you, you must bring them in their original, labeled containers. Give all your medicines (even aspirin or vitamins) to the Nursing Staff when you arrive at the Hospital. If your Hospital clinical investigator prescribes medicine for you, it will be administered by the Nursing Staff. Please plan to be on the Inpatient Unit at medication time.

### MONEY AND VALUABLES

We recommend that valuables such as money or jewelry be left at home. The Rockefeller University will not be responsible for lost or stolen items.

### PARKING

Handicapped parking for patients is only available by pre-arrangement for individuals with special needs. There are several garages in the immediate area.

### PATIENT PRIVACY

To ensure your privacy, research participants are not allowed to visit each other's rooms. Please use the recreation room for this purpose.

### LIBRARY AND RECREATION ROOM

There is a pool table for patient use in the recreation room. There is a large screen television and a patient library. A well-stocked DVD and book library is in this area. If you are unable to go to the recreation room, a staff member will bring you a current list of DVDs and books from which you can make your selection.

### SECURITY

A key to the door of your room will be issued to you when you are admitted. This key locks the outer door and the closet in your room. For safety and for compliance with The Rockefeller University Hospital policies, please do not lock your door when you are in your room. Lock your door, however, anytime that you are not in your room. Please return the room key to the Nurses' Station when you go out on pass and when you are discharged.

Since the Hospital cannot accept responsibility for valuables, you are strongly advised not to keep money and other valuables in your room other than a small amount required for personal expenses.

The main Hospital entrance will be locked from 5 p.m. to 8 a.m. on weekdays, and all-day on Saturday and Sunday. Any participants seeking access to the Hospital during these periods will be directed to the Hospital by a Founders Hall security guard.

The Rockefeller University Security Department monitors the Hospital and the campus 24 hours a day, seven days a week.

### NO SMOKING POLICY

As of March 1, 2011, Rockefeller University is a smoke-free institution. Smoking is not permitted by research participants, visitors, or staff in the Hospital building and all indoor and outdoor areas of the campus.

### SOCIAL WORK SERVICES

If you have difficulties coping with treatment or illness during your stay, our Clinical Social Worker is available to provide information and counseling. These might be concerns about family, work, or adjustment to The Rockefeller University Hospital. The Clinical Social Worker is available to help you during your participation. She can also help connect you to valuable needed resources, support

organizations, and public and private agencies that address personal, financial and health care problems. Some participants need special assistance at the time of discharge from the Hospital, and your Clinical Social Worker will work with staff to set up referrals to other physicians and services.

To obtain social work services, ask your clinical investigator or nurse to arrange for a meeting with the Clinical Social Worker.

### TELEPHONES

Research participants may make unlimited local calls to area codes 212, 347, 718, 917, 646 and 800 at no charge.

To make a local call: Dial "9" + "1" + area code + number.

To make long distance calls from your room, use a calling card or make a collect call, or dial "0" + area code + number to charge the call to a 3<sup>rd</sup> party.

### TVs AND RADIOS

TV/DVD combo units are in every inpatient room. All units have cable channels. Research participants are provided with a remote control and may borrow DVDs from the library in the Recreation Room during the day.

### CONCERNS/PROBLEMS/COMPLAINTS ABOUT YOUR HOSPITAL STAY

If you have any concerns about safety and the care you receive at The Rockefeller University Hospital, please bring them to the attention of your hospital healthcare team including:

- Clinical Research Nurse
- Study Coordinator
- Hospitalist or Nurse Practitioner

You may complete a Patient Complaint Form that a member of your hospital or research team will provide you with upon request. If you have further concerns about safety and the care you receive, you are encouraged to contact the hospital leadership.

- Director of Nursing and Patient Care Services x 8433
- Clinical Research Officer/Research Subject Advocate x 8408
- Director of Regulatory Affairs x 7717
- Medical Director/Hospitalist x 7441

Bringing your concerns to the attention of the healthcare team will not compromise your care, your comfort, or your ability to participate in research. However, if you believe your concerns have not been satisfactorily resolved by the healthcare team or the hospital leadership, you have a right to contact the New York State Department of Health office in your area for assistance. The address and telephone number of the New York State Department of Health office are as follows:

New York State Department of Health  
Centralized Hospital Intake Program  
433 River Street  
Troy, NY 12180-2299  
Hospital Complaint Hotline: 800-804-5447

If you feel that you have a complaint about service or treatment by a licensed professional, you may file a report by completing a professional discipline complaint form with the New York State Department of Health Office of Professional Medical Conduct (OPMC). OPMC investigates all reports of possible professional misconduct. A report must include the full name and address of the physician or other licensed professional and all relevant information and sent to the following addresses:

For physician complaints:  
Office of Professional Medical Conduct  
New York State Department of Health  
433 River Street, Suite 303  
Troy, NY 12180-2299  
800-663-6114

For licensed professionals other than physician complaints:  
Office of Professional Medical Conduct  
New York State Department of Health  
163 W. 125<sup>th</sup> Street, Room 819  
New York, NY 10027

*Revised 06/2023*