

IMPORTANT NOTICE

To Patients, Families, Visitors, Advocates

Are you aware of any instances of abuse, neglect, or mistreatment of a patient, or misappropriation of a patient's property? If so, you are encouraged to report these conditions to the Administrator of this agency and to:

Write or Fax to –
Complaint Unit
Massachusetts Department of Public Health
Division of Health Care Quality
99 Chauncy Street
Boston, MA 02111
Fax number: 617-753-8165
Call- DPH Hotline at 1-800-462-5540
AND

Disabled Persons Protection Commission (DPPC)
24 hours / 7 days a week
Ages 18 to 59
1-800-426-9009 or 1-888-822-0350 TTY

Executive Office of Elder Affairs (EOEA)
24 hours / 7 days a week
Ages 60 and over
1-800-922-2275

To Employees & Persons Paid to Provide Care

You are required by the Patient Abuse Statute (M.G.L. c111, 73F-L) to report whenever you suspect there has been an instance of patient abuse, neglect, mistreatment, or misappropriation of a patient's property to the Massachusetts Department of Public Health and when appropriate to DPPC or EOEA. Use the fax address and numbers noted above to make such a report.

This notice must be posted in a location readily accessible to patients, visitors, and employees.