

## CONTACT INFORMATION

### ♥ CONTACT US:

Fresno Heart & Surgical Hospital  
15 East Audubon Drive  
Fresno, CA 93720  
(559) 433-8000  
[www.FresnoHeartAndSurgical.org](http://www.FresnoHeartAndSurgical.org)

### ♥ CONCERNS OR COMPLAINTS

If you want to file a grievance with this hospital, you may do so by filling out a Concern/Complaint form or by calling:

#### **FRESNO HEART & SURGICAL HOSPITAL at 559-433-8000**

The grievance committee will review each grievance and provide you with a written response within 7 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization.

If you want to file a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process, the California Department of Public Health's phone number and address is:

**CALIFORNIA DEPARTMENT OF PUBLIC HEALTH**  
**Fresno District Office**  
**7170 N. Financial Dr. #110**  
**Fresno, CA 93720**  
**1-800-554-0351**

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling (800) 994-6610 or e-mailing [complaint@jcaho.org](mailto:complaint@jcaho.org).