



# Montclair Hospital Medical Center

## THE RIGHT TO CONFIDENTIALLY COMPLAIN

The hospital supports the Patient / Family / Significant Other's right to confidentially complain about the quality of care, the safety of the environment and services received. If you have any concerns regarding your care or safety while at Montclair Hospital Medical Center, you are welcome to contact:

### **Montclair Hospital Medical Center Administration**

Sofia Abrina, Administrator  
Gail Aviado, Chief Nursing Officer  
5000 San Bernardino Street  
Montclair, California 91763  
909-625-5411  
HIPAA Compliance Line  
877-350-5827

### **Alternatives:**

**California Department of Health Services**  
909-383-4777

### **Joint Commission on Accreditation of Healthcare Organizations**

E-Mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: Office of Quality Monitoring  
630-792-5636  
Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: 800-994-6610

### **Medical Board of California**

For complaints regarding physicians  
1426 Howe Avenue, #54  
Sacramento, California 95825  
800-633-2322