

New England Rehabilitation Hospital of Portland  
A joint venture of Maine Medical Center and HEALTHSOUTH, LLC

**NOTICE TO PATIENTS REGARDING YOUR RIGHTS**

Our staff is committed to providing the highest quality care possible. If you should have questions or concerns about your care, please discuss it with your physician, nurses, department manager, or the hospital's patient advocate.

The patient advocate will:

- Listen to, investigate and make every effort to resolve your concerns;
- Help you, your family or an individual of your choice understand your rights as a patient;
- Be a resource and help you understand hospital practices concerning your care;
- Help you get the information you need and want about your care.

**Please ask to speak with the Department Manager, Director of Quality Management or the Administrator-on-Duty should you have questions or concerns that cannot be addressed by your doctor or nurses. We encourage you to call as soon as questions or concerns arise. The Director of Quality Management can be reached by calling 207-662-8476.**

**Other Alternatives Available to You**

You also have the right to lodge a grievance or complaint about your hospital stay, patient safety or the care you received while at the hospital. To do so, you may call or write the following organizations:

**State of Maine Department of Health and Human Services \***

Division of Licensing and Regulatory Services  
State House Station 11  
Augusta, Maine 04333  
Phone: 1-800-383-2441 or for out of state callers: 1-207-287-9308  
TTY: 1-800-606-0251

**Medicare Quality Improvement Organization**

Northeast Healthcare Quality Foundation  
15 Old Rollinsford Road, Suite 302  
Dover, New Hampshire 03820  
Phone: 1-800-772-0151

**The Joint Commission**

Office of Quality Monitoring  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: 1-800-994-6610, 8:30 a.m. to 5:00 p.m., Central Time, weekdays  
Fax: 1-630-792-5636  
E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

*\* This agency does not address concerns about your hospital bill. Please contact the hospital directly should you have any questions regarding your bill. Provided in collaboration with the Maine Department of Health and Human Services-Division of Licensing and Regulatory Services. \**