

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:

Complaint Unit

Massachusetts Department of Public Health

Division of Health Care Quality

99 Chauncy Street

Boston, MA 02111

Fax number: 617-753-8165

DPH Hotline: 1-800-462-5540

Employees & Persons Paid to Provide Care

You are required by the Patient Abuse Statute (M.G.L. c.111, 72F-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.

Use the fax address and number noted above to make such a report.