

# The Joint Commission

## Public Notice

The Joint Commission conducts unannounced accreditation surveys of all accredited hospitals. Hospitals throughout the nation, including Sarasota Memorial Health Care System, are currently accredited by the Joint Commission or other regulatory agencies. To earn and maintain The Joint Commission accreditation, a hospital must undergo an unannounced on-site survey by a survey team to determine the organization's compliance with nationally established Joint Commission standards.

The Joint Commission standards deal with organizational patient safety and quality of care issues, and the safety of the environment in which care is provided. Anyone believing that he or she has pertinent valid information about such matters may contact The Joint Commission.

When submitting a complaint to The Joint Commission, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables The Joint Commission to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed.

It is The Joint Commission policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation. All complaints can be reported by any of the following:

***Web Site***

[:http://www.jointcommission.org/GeneralPublic/Complaint/](http://www.jointcommission.org/GeneralPublic/Complaint/)

***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

If you have questions about how to file your complaint, you may contact the Joint Commission at this toll free U.S. telephone number, 8:30 to 5 p.m., Central Time, weekdays: (800) 994-6610