

# Public Notice

Patients at the Medical College of Virginia Hospitals and MCV Physicians clinical sites are entitled to certain rights. We affirm our Patient Bill of Rights and Responsibilities, and all staff and patients are expected to support and respect these principles.

If you have questions about your rights, or you want to voice a concern about your rights, treatment, care or safety, we encourage you to first contact your doctor or nurse responsible for your care. The nurse manager on your patient care unit or clinic site may also be helpful.

If you need further assistance in resolving your concerns regarding the care you received, other VCU Health System resources are available to help you:

<b>Patient/Guest Relations</b>	804-628-0400
<b>Clinical Administrator</b>	804-628-0034
<b>Ethics Committee</b>	804-628-3844
<b>Patient Safety Officer</b>	804-828-0506
<b>Corporate Compliance</b>	804-828-0500
<b>Compliance Helpline</b>	1-800-620-1438
<b>Risk Management</b>	804-828-1707

If you continue to have concerns that you feel VCU Health System has not addressed, you may choose to directly contact the following agencies:

- **Virginia Department of Health's Office of Licensure and Certification** at 1-800-955-1819.
- **Virginia's Department of Mental Health, Mental Retardation and Substance Abuse Services** at 804-786-3921.
- **The Joint Commission** at 1-800-994-6610.

**VCU** Health System  
Virginia Commonwealth University

MCV Hospitals and Physicians