



PATIENT SAFETY and QUALITY

At [Holy Cross Hospital](#) we are committed to providing the highest quality and safest care for each patient. Whether you are with us for a few hours or a few days our goals remain the same. Our healthcare teams in the [hospital, laboratory, outpatient services, HealthPlex, physician offices, and home health](#) will do their best to meet your needs. However, if you have a quality or patient safety concern, please contact the director of clinical services or the clinical supervisor of the unit involved. They will work with you to resolve your concern.

Our Guest Relations Department is here for you as well. Call 954-267-6610.

If you are still not satisfied and want to file a complaint with the State of Florida's Agency for Health Care Administration, you may contact them at 2727 Mahan Drive, Tallahassee, FL 32308. Their toll-free number is 888-419-3456.

Or, you may choose to report it to The Joint Commission (TJC). TJC conducts accreditation surveys of healthcare organizations to determine their compliance with nationally established Joint Commission standards. These standards deal with an organization's quality, safety-of-care issues, and the safety of the environment where the care is provided. You may contact them at: complaint@jointcommission.org, by telephone at 1-800-994-6610, by fax at 630-792-5636 or by mail: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.