

Public Notice

The Joint Commission conducts unannounced accreditation surveys of MaineGeneral Medical Center.

The purpose of the survey is to evaluate the organization's compliance with nationally established Joint Commission standards. The survey results are used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

The Joint Commission standards deal with organization quality and safety-of-care issues and the safety of the environment in which care is provided. If you have concerns about patient safety and care, we encourage you to contact us at:

**MaineGeneral Patient & Guest Relations
35 Medical Center Parkway
Augusta, ME 04330
877-396-9009 Alford Center for Health
800-734-8222 Thayer Center for Health**

You also may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission-accredited health care organization. Patient safety and quality of care concerns can be reported to The Joint Commission:

Online: At www.jointcommission.org, using the "Report a Safety Concern" link from the "Connect With Us" section on the home page of the website.

**Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181**

The Joint Commission requires all concerns to be submitted in writing and must include the health care organization's name, street address, city, and state. In the course of evaluating a report, The Joint Commission may share the information with the organization that is the subject of the report. Those who submit a patient safety event report to The Joint Commission can do so anonymously. As an alternative, they can confidentially provide their name and contact information. This enables The Joint Commission to contact them at a later time for more information if necessary and to confirm how the report is ultimately handled. No disciplinary or punitive action will be taken against employees, physicians or other individuals when they report safety or quality-of-care concerns to The Joint Commission.

This notice is posted in accordance with The Joint Commission's requirements.