



Public Health
Prevent. Promote. Protect.
Schuyler County, NY

Schuyler County Public Health

106 South Perry Street Watkins Glen, NY 14891
Phone: 607-535-8140 Fax: 607-535-8157
www.schuylercounty.us/publichealth
scph@co.schuyler.ny.us

Jill L. Kasprzyk, MS, BSN, RN – Public Health Director



Patient Complaint Process

1. If you have a suggestion, concern, or complaint about your care, you should first discuss it with your primary nurse. If she/he cannot resolve it you may call the:

- Compliance Officer at 607-535-8140 or
- Public Health Director at 607-535-8140

2. If you have not received a satisfactory answer, you should send your complaint in writing to:

Deborah Dalmat, MPH, CHES
Schuyler County Public Health Compliance Officer
106 South Perry Street
Watkins Glen, NY 14891

You will receive a response within 15 days.

3. If your complaint is not resolved through the steps listed above, you may contact:

New York State Department of Health
Western Regional Office, Home Health Services
335 East Main Street
Rochester, New York 12180-2299
Phone: For Licensed Home Care Services Agency patients 585-423-8142
For Clinic Patients 585-423-8141

OR

NYSDOH Office of Primary Care and Health Systems Management at 1-800-628-5972

4. Complaints regarding violation of rights can be filed with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.