

**IF YOU HAVE A CONCERN REGARDING CARE OR SERVICE PROVIDED AT WELLFOUND BEHAVIORAL HEALTH HOSPITAL (WBHH):**

We want to talk with you. You may report concerns or complaints without fear of retribution or denial of care. Notify a staff member of your concern during your visit or stay. Or you can contact the Patient Advocate:

- PHONE: 253-301-5479
- MAIL: Patient Advocate  
Wellfound Behavioral Health Hospital  
3402 South 19th Street  
Tacoma, WA 98405

When we receive your concern, we will send it to the right person to review and address. Our goal is to resolve concerns as quickly as possible. Someone will reach out to you about your concern. If we are unable to resolve your issue immediately, we will provide a written resolution on average within 30 business days.

**YOU HAVE THE RIGHT TO FILE A COMPLAINT WITH THE WASHINGTON STATE DEPARTMENT OF HEALTH (DOH):**

- PHONE: 800-633-6828 or 360-236-4000
- MAIL: Washington State Department of Health  
Health Systems Quality Assurance,  
Complaint Intake  
P.O. Box 47857  
Olympia, WA 98504-7857
- ONLINE OR BY EMAIL:  
[hsqacomplaintintake@doh.wa.gov](mailto:hsqacomplaintintake@doh.wa.gov)

**OR YOU MAY CONTACT:** Office of Behavioral Health Advocacy (OBHA)

- PHONE: 1-800-366-3103 or 360-292-5038
- ONLINE: <http://www.obhadvocacy.org/>

**YOU MAY ALSO FILE A CONCERN WITH CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS):**

- PHONE: 1-800-MEDICARE (1-800-633-4227).  
[TTY: 1-877-486-2048]
- ONLINE: [Medicare.gov/basics/your-Medicare-rights](http://www.Medicare.gov/basics/your-Medicare-rights)
- MAIL: Centers for Medicare & Medicaid Services  
Office of Program Operations and Local Engagement  
7500 Security Boulevard, Mail Stop DO-01-40  
Baltimore, Maryland 21244-1850

**TO REPORT A CONCERN OR COMPLAINT ABOUT PATIENT SAFETY OR QUALITY OF CARE TO THE JOINT COMMISSION (TJC):**

- PHONE: 1-800-994-6610
- FAX: 630-792-5636
- ONLINE: <https://www.jointcommission.org/en-us/contact-us/report-a-patient-safety-event>
- MAIL: Office of Quality and Patient Safety (OQPS)  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181