WELCOME

We are honored that you have placed your trust in us by choosing Sibley Memorial Hospital for your health care needs. Our goal is to earn that trust by providing you the best possible care and service during your stay.

Sibley is a proud member of Johns Hopkins Medicine, one of the most respected names in medicine throughout the world. Our affiliation with the Johns Hopkins Health System expands our resources while honoring our mission to deliver excellence and compassionate care—every person, every time.

This guidebook was designed to provide important information about our services and resources and to answer any questions you have. If you have additional questions or concerns, please do not hesitate to ask. Any suggestions you have will be gratefully received and appreciated.

On behalf of the Sibley family, we are grateful for the opportunity to care for you.

Sincerely,

Hasan Zia, M.D., M.B.A., F.A.C.S.
President & COO
Sibley Memorial Hospital
Johns Hopkins Medicine
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1. PATIENT- AND FAMILY-CENTERED CARE

We consider you and your family* active members of your care team. We value and adhere to the core principles of patient- and family-centered care as defined by the Institute for patient- and Family-Centered Care:

Dignity and Respect We listen to and honor patient and family perspectives and choices. We incorporate knowledge of patient and family values, beliefs and cultural backgrounds into the planning and delivery of your care.

Information Sharing We share timely, complete, accurate and unbiased information with patients and families so they can participate effectively in care and decision-making.

Participation Health care providers, along with you and your family, share in the care and decision-making at the level you choose.

Collaboration Patients, families and health care providers all work together in the delivery of care and in developing, implementing and evaluating policies and programs.

Patient and Family Advisory Council (PFAC) The PFAC, in partnership with Sibley Memorial Hospital leadership, clinicians and staff, seeks to promote a culture of patient- and family-centered care, infusing the voice of the patient and family into every aspect of excellence and compassionate care. Please contact patientfamilycouncil@jhmi.edu for more information.

Family Activated Rapid Response If you see a sudden decline in condition, immediately tell your nurse or physician or call the rapid response team at *x4555 from a hospital phone or 202-537-4555. Tell the operator your location and let the nurse know that you called. A Rapid Response Team is a group of highly trained medical professionals who will arrive at a patient’s bedside to assess his or her condition and provide needed emergency care.

Caring Communication Model

The Johns Hopkins Medicine patient experience is based partly on your expectations of what is going to happen, and your journey through our system, even beyond admission and discharge. While you are with us, you can expect that the team will follow our caring communication model:

Connect, Partner, Reflect.

2. PATIENT FEEDBACK

Complaints and Grievances — Patient Relations At Sibley, we value your input. You can give us feedback by:

• Speaking with a member of your loved ones’ health care team or asking to speak with a manager.
• Calling our patient relations office at 202-537-4267 with feedback regarding your experience.

Email concerns or compliments about your experience to sibleypatrelations@jhmi.edu.

Patient Satisfaction Survey Following your care, you may receive a patient satisfaction survey from the Press Ganey organization on behalf of Sibley Memorial Hospital. Please take a few minutes to complete the survey and return it to Press Ganey. We use your feedback to ensure we are delivering excellence and compassionate care—every person, every time.

*Family means whomever the patient chooses as his or her “care partner,” whether a relative, life partner, friend or paid caregiver. Family provides support, comfort and important information during the hospital stay, as well as when the patient returns home.

18. OTHER CARE OPTIONS —

Skilled Nursing Facility and Grand Oaks Assisted Living

On the campus of Sibley Memorial Hospital, the Sibley Renaissance (Building D) houses the Center for Rehabilitative Medicine, Sibley Senior Services, specialty centers, a skilled nursing care unit and a residential Alzheimer’s unit. The skilled nursing unit is a 45-bed nursing facility separately licensed by DC Health. The Renaissance is governed by the same state and federal regulations as free-standing nursing homes in D.C., and in several instances, it is required to have policies that are different from the hospital. A full-time administrator is present and oversees the operations of the facility.

Also on Sibley’s campus is Grand Oaks, an Assisted Living Residence, which provides exceptional care for the unique medical needs of our residents in a safe and nurturing environment. Residents have access to some of the nation’s best health and wellness programs from a world-renowned health system. Grand Oaks offers full time residency and short-term respite stays to seniors needing assisted living or memory care services. On-site access to physical, speech and occupational therapy, access to a full-time nurse practitioner and executive chef prepared meals are just a few of the benefits of residency. For more information, call 202-349-3400 or visit grandoaksdc.org.

19. NOTES
### 3. WI-FI & KEY PHONE NUMBERS

Wireless internet access is available throughout the campus. The service is free and provided for the convenience of patients and their care partners. To connect, select the “JHGuestNet” network from your device and accept the terms and conditions.

#### Key Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions (registration)</td>
<td>202-537-4190</td>
</tr>
<tr>
<td>Billing (patient accounts)</td>
<td>443-997-3370</td>
</tr>
<tr>
<td>Case Coordination (discharge planning/social work)</td>
<td>202-537-4004</td>
</tr>
<tr>
<td>Chaplaincy Services</td>
<td>202-537-4084</td>
</tr>
<tr>
<td>Environmental Services (housekeeping)</td>
<td>202-537-4775</td>
</tr>
<tr>
<td>Family Activated Rapid Response</td>
<td>x7000 from any hospital phone</td>
</tr>
<tr>
<td>Financial Counseling</td>
<td>202-537-4160</td>
</tr>
<tr>
<td>Foundation</td>
<td>202-537-4257</td>
</tr>
<tr>
<td>Gift Shop (Serenity)</td>
<td>202-660-6474</td>
</tr>
<tr>
<td>Medical Records (health information management)</td>
<td>202-537-4088</td>
</tr>
<tr>
<td>Operator</td>
<td>202-537-4000</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>202-537-4267</td>
</tr>
<tr>
<td>Physician Referral Line</td>
<td>1-855-546-3939</td>
</tr>
<tr>
<td>Room Service (meal requests)</td>
<td>202-227-3663 (FOOD)</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>202-537-4674</td>
</tr>
<tr>
<td>Sibley Senior Association</td>
<td>202-364-7602</td>
</tr>
<tr>
<td>Telephone/TV Support</td>
<td>202-537-4070</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>202-537-4485</td>
</tr>
</tbody>
</table>
16. MYCHART BEDSIDE

MyChart Bedside is a free tablet application that helps you become more involved in your care while you are in the hospital.

With MyChart Bedside, you can:
- Put names to faces.
- See your medications.
- Learn more about your care.
- Read about your tests, procedures and treatments.

MyChart Bedside – Features and Navigation Tips

- The first time you use MyChart Bedside you will need to create a PIN. If you forgot your PIN, ask someone on your unit for a PIN reset. You will have 10 chances to enter your correct PIN before being locked out of MyChart Bedside.
- Hold the tablet in landscape orientation (sideways) for the best view of the MyChart Bedside menu. Scroll through menu items on the left side of the screen to access important information about your hospital stay, along with links to helpful resources.
- To control the volume, double tap the gray “Home” button.
- If you still cannot hear after turning up the volume, ask for a purple tablet that is enabled for headphones.
- To change the language to Spanish, go to Settings > General > Language and Region > iPad Language.
- Permission from a staff member is required before recording any audio or video on the iPad.
- You will need to use your own account to access apps such as Netflix or Kindle.

Check out the MyChart Bedside FAQ menu on your tablet to learn more. If you speak a non-English language, we offer you language assistance services, free of charge.

Please note: Not all patients are eligible for a MyChart Beside Tablet based on medical status and availability. Please inform your care team if you have any questions.
14. CODE OF BEHAVIOR

Sibley Memorial Hospital’s goal is to provide quality care in a safe environment — safe for staff, patients, families and visitors. Our code of behavior requires that each person treat others with courtesy and respect. Any verbal or physical behavior that causes staff, patients, families or visitors to feel threatened, uncomfortable or embarrassed is unacceptable. If an individual displays behavior that interferes with care or poses a risk to patients, visitors and/or staff, Sibley staff will initiate a behavioral plan. This plan is an agreement between the individual and Sibley staff regarding expectations to keep us all on track to improve the individual’s health.

Sibley expects all individuals in The Johns Hopkins Health System to refrain from:
- Using foul language, racist comments or name-calling
- Videotaping or recording without consent
- Threatening or attempting to intimidate anyone
- Making sexually explicit comments or suggestions
- Touching someone inappropriately
- Using physical violence
- Damaging hospital property

Those individuals who do not refrain from such behavior will be asked to stop. If such behavior persists, security will be notified and may result in patients being discharged, or family or visitors being escorted out of the hospital and denied re-entry.

Depending upon the behavior, the police may also be notified and the individual may be charged with a crime or be subject to other legal action.

Thank you for helping us maintain a safe environment.

15. PATIENT ID

Your safety is our number one priority at Sibley. One of the many ways we help ensure safety is by making sure that we properly identify our patients. Expect that we will ask you at a minimum, your first name, last name and date of birth when you come into the hospital, as well as before medications and treatments. You will receive a patient identification band with your name, date of birth, and Sibley identification number. We will use this identification band to verify your personal information throughout your stay with us. It is our mission to properly identify you, even if your stay with us is extended and you are familiar with our medical team. We appreciate your understanding as we take these very important steps for your safety.

6. WHAT YOU CAN EXPECT FROM YOUR HEALTH CARE TEAM

| Physician Team | Patients may have a variety of providers during their stay, such as hospitalists, physician assistants (P.A.’s), attending physicians, surgeons and/or specialists. They are dedicated to ensuring you receive the best, safest, most efficient and personalized care during your hospital stay. Hospitalists (your Sibley doctors) provide 24/7 physician services to address issues quickly, communicate directly with primary care physicians at all critical decision points, directly manage patient care and coordinate with specialists and other services. |
| Nurses, Certified Nursing Assistants and Clinical Associates | Registered nurses (R.N.s) and advanced-practice nurse practitioners (N.P.s) provide care 24-hours-a-day. Certified nursing assistants (C.N.A.s) and clinical associates (C.A.s) help with routine care. A nurse leader oversees the daily operations of each unit. |
| Case Coordination/ Social Work | Case coordinators are R.N.s or social workers who help you and your health care team create a transition plan for your care after you leave the hospital or the Renaissance. Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs. |

Other members of the health care team include chaplain, pharmacists, respiratory therapists, physical and occupational therapists, dietitians, etc., who may see you during your stay with us.

Uniform Colors

- Registered Nurses, Licensed Practical Nurses & Nurse Navigators NAVY
- Radiation Oncology Therapists & Medical Oncology Technicians BURGUNDY
- Nurse Practitioners & Physician Assistants CIEL
- Pharmacy Technicians DARK GREEN
- Respiratory Therapists RED
- Rehab Technicians & Therapists PURPLE
- Dietitians BLACK
- Lactation Consultants PINK
- Clinical Support OLIVE
Pain Management

We want to ensure your pain is well controlled and do everything we can to help manage any pain you may experience during your hospital stay. We will provide you with pain management options to best meet your needs. Below is a visual to assist you in communicating your pain score to your care providers.

![Pain Scale](image)

Medications and Side Effects

Please have with you a list of all medications you take, including dosage information, administration times and allergies. If you brought your medications with you and they are not needed during your hospital stay, you may send them home, or our staff will send them to the pharmacy department for safe-keeping until you are discharged. We want you to understand any new medications you receive during your stay with us. In all inpatient rooms, there is a chart describing common side effects of medications.

Please ask your care team if you have any questions regarding the WHICH, WHAT and WHY of every new medication we provide you.

WHICH—Name of the new medication
WHAT—Possible side effects
WHY—Reason for the new medication

Healing Environment

To maintain a peaceful and healing environment, please refrain from cell phone usage in the clinical hallways and outside patient rooms. We also have a Quiet Nights program for our patients to rest and recover. Evening lighting starts at 8 p.m. and Quiet Nights lighting is from 10 p.m. to 5 a.m.
7. FOOD, BEVERAGES & GIFT SHOP

Your Nutrition
Your diet is prescribed by your physician. Our clinical dietitians monitor your nutritional needs and are available to answer your questions at 202-537-4641.

Inpatient Meal Service
You can order a meal at any time between 6:30 a.m. and 6:30 p.m. The room service operator can assist you in making food selections for any special diet you may need during your stay.
For more information, refer to your Room Service Menu or speak with a room service operator.
To place your meal order, call the room service line at 202-227-3663 (FOOD).

Vending Machines
Vending areas are located in the family lounge of the Emergency Department, adjacent to the cafeteria in Building C and on floors 2, 4 and 6, with coffee vending on floor 7 of Building B.

Cortado Coffee Bar
Located in the lobby of Building A, Cortado Coffee Bar is open Monday through Friday from 6 a.m. to 6 p.m. In addition to traditional coffee drinks, you can enjoy cold brew coffee, smoothies and cortado — the espresso drink for which the coffee bar is named. There are also grab-and-go items available, including snacks, pastries, muffins, salads and sandwiches.

Magnolia Café
Our cafeteria is located on Floor G of Building C to the right as you exit the elevators. Open daily.

- Breakfast – 6:30 a.m. to 10 a.m.
- Lunch/Grill – 11:30 a.m. to 3 p.m.
- Light Fare/Grab and Go – 3 p.m. to 4:30 p.m.

Serenity Gift Shop
Located in the lobby of Building A, it is open Monday through Friday from 9 a.m. to 4:30 p.m.

*Vegetarian and gluten-free vending options available 24/7.
12. DISCHARGE PLANNING

What is a hospital discharge?
When you leave a hospital after treatment, you go through a process called hospital discharge. A hospital will discharge you when you no longer need to receive hospital-level care. A hospital may discharge you back to your home, or to another type of facility, depending on your needs.

What is hospital discharge planning?
Discharge planning is the process of transitioning a patient from one level of care to the next for continuity of care. Here at Sibley Memorial Hospital, we have a discharge planner. This person helps coordinate the information and care you’ll need after you leave the hospital.

Your discharge planning begins on day one when your doctor says you have been hospitalized — meaning you can stay in the hospital for treatment. You and your care partners will be fully involved in your discharge planning process.

Throughout your stay at Sibley Memorial Hospital, your discharge planner serves as your advocate. It is very important that you provide the following information to your discharge planner:

• Your current address
• Insurance (if you have it)
• Who you are staying with at home
• Your care partner and their phone number
• Name of your pharmacy
• Your primary care physician (if you have one)
• Your transportation arrangement for when you are discharged from the hospital

This information is very important in planning your discharge, and for transferring you to the next level of care in a timely manner if there is a need.

While you remain in the hospital you may face many barriers to normal movement, your body may quickly lose strength and you may have difficulty with functional mobility. Our physical therapist team will work with you to ensure that you are able to function normally when you are ready to leave the hospital. If you have functional limitations, your physical therapy team in collaboration with your treatment team may recommend that you transition to another facility to continue with treatment upon discharge from the hospital.

Your discharge planner will meet with you and provide you with a list of facilities and agencies that meet your needs. The hospital requires that you review the list of facilities/agencies provided to you with your care partners and make your preferred choices within 24 hours of receiving the list from your discharge planner.

Facilities that you may be discharged to continue with your treatment plan:

Acute Rehab – Acute rehabilitation is appropriate for patients who will benefit from an intensive, multidisciplinary rehabilitation program. Patients receive physical, occupational and speech therapy as needed and are medically managed by specially trained physicians.

Sub-Acute Rehab – Sub-acute rehab (also called subacute rehabilitation or SAR) is complete inpatient care for someone suffering from an illness or injury. SAR is time-limited with the express purpose of improving functioning and discharging home. SAR is typically provided in a licensed skilled nursing facility.
### Patient Responsibilities

You have the responsibility to:

- Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Call if you cannot keep your appointment.
- Be respectful of your hospital team from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
- Be in control of your behavior if feeling angry.
- Give us a copy of your advance directive.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Follow hospital rules.
- Take responsibility for the consequences of refusing care or not following instructions.
- Leave valuables at home.
- Keep all information about hospital staff or other patients private.
- Do not take pictures, videos or recordings without permission from hospital staff.
- Pay your bills or work with us to find funding to meet your financial obligations.

### SPEAK2US Hotline

When you have a concern, call **1-844-SPEAK2US**. Call 24-hours-a-day, seven days a week if you see any ethical/legal violations, questionable billing activity, or conflicts of interest/policy violations, including non-compliance with federal privacy regulations and other concerns.

### Photography and Recording Policy

To ensure patient confidentiality, hospital policy does not permit videotaping, still photography or audio recording except in a patient’s room. These photos may include only the patient, family members and/or their designee. Videotaping, audio-recording and/or photographing by any modality, including cellphone cameras, any care provided to patients is prohibited. This includes, but is not limited to, the birth process, birth procedures, newborn care and newborn exams.

### 9. VALUABLES/LOST BELONGINGS

Please send all valuables home at the time of your admission, including cash, jewelry, purses, wallets, money, credit cards, checkbooks and electronics.

If no one is available to take your valuables home, Building B has a safe in each patient room. Enter four to six digits and press lock to close the safe. Enter those same four to six digits to open it. If you are a patient in critical care (Building C) or the skilled nursing unit (Building D), please call security at **202-537-4674** to secure your valuables until discharge.

Before storing items in your room or with security, label all personal-use items (or their cases) with your name and inform the staff that you have brought these items with you so they may document them on your chart. Do not leave these items unattended at any time.

**Sibley is not responsible for lost valuables or personal items.** Check your personal items before leaving the hospital. If you deposited valuables with security, ask your nurse to notify a security officer so we can retrieve your items.

### 10. OUR COMMITMENT TO YOU

**Nondiscrimination Promise** It is the policy of Sibley Memorial Hospital and the Johns Hopkins Health System to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classification identified under applicable federal, state and local laws, regulations or statutes. Sibley Memorial Hospital does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

**Grievance Process** You and your family have the right to express concerns about the care you are receiving with your doctor, nurse, nurse manager or department manager. You also may contact patient relations at **202-537-4267**, Monday through Friday from 7:30 a.m. to 4:30 p.m. After business hours and on the weekends, contact the operator (dial “0”) and ask to be connected to the patient care services nursing coordinator. You are welcome to put your concerns in writing and send to patient relations at Sibley Memorial Hospital, 5255 Loughboro Road, NW, Washington, DC 20016 or email patientrelations@jhmi.edu.

### PATIENT RIGHTS & RESPONSIBILITIES

To promote patient safety, we encourage you to speak openly with your health care team, be well informed and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.
**Patient Rights**

You or your designee have the right to:

**Respectful and Safe Care**

1. Be given considerate, respectful and compassionate care.
2. Have a family member/friend and your doctor notified when you are admitted to the hospital.
3. Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual.)
4. Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
5. Be free from restraints and seclusion unless needed for safety.
6. Know the names and jobs of the people who care for you.
7. Know when students, residents or other trainees are involved in your care.
8. Have your culture and personal values, beliefs and wishes respected.
9. Have access to spiritual services.
10. Have conversations with the Ethics Service about issues related to your care.
11. Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
12. Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
13. Ask for an estimate of hospital charges before care is provided.

**Effective Communication and Participation in Your Care**

14. Get information in a way you can understand. This includes sign language and foreign language interpreters and vision, speech and hearing aids provided free of charge.
15. Get information from your doctor/provider about:
   - Your diagnosis
   - Your test results
   - Outcomes of care
   - Unanticipated outcomes of care
16. Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
17. Involve your family in decisions about care.
18. Ask questions and get a timely response to your questions or requests.
19. Have your pain managed.
20. Refuse care.
21. Have someone with you for emotional support, unless that person interferes with your or others’ rights, safety or health.
22. Ask for a chaperone to be with you during exams, tests or procedures.
23. Choose your support person and visitors and change your mind about who may visit.
24. Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

**End of Life Decisions**

25. Create or change an advance directive (also known as a living will or durable power of attorney for health care).
26. Have your organ donation wishes known and honored, if possible.

**Informed Consent**

27. Give permission (informed consent) before any non-emergency care is provided, including:
   - Risks and benefits of your treatment
   - Alternatives to that treatment
   - Risks and benefits of those alternatives
28. Agree or refuse to be part of a research study without affecting your care.
29. Agree or refuse to allow pictures for purposes other than your care.

**Privacy and Confidentiality**

30. Have privacy and confidential treatment and communication about your care.
31. Be given a copy of the HIPAA Notice of Privacy Practices.

**Complaints and Grievances**

32. Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager.
33. You may also contact patient relations at 202-537-4267 between 7:30 a.m. and 4:30 p.m. After 4:30 p.m. or on weekends and holidays, you may reach the patient care services coordinator through the page operator at 202-537-4111.
34. If your issue is not resolved to your satisfaction, other external groups you may contact include:

   **Hospital’s Quality Improvement Organization (QIO)** for coverage decisions or to appeal a premature discharge
   Livanta Organization for Beneficiary Family-Centered Care (BFCC-QIO)
   10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701
   866-396-4646 (helpline)
   866-985-2660 (TTY)

   **State Agency** Washington, D.C. Department of Health
   899 North Capitol Street, NE, Washington, DC 20002
   202-442-5955

   **Accreditation Agency** The Joint Commission Office of Quality and Patient Safety
   One Renaissance Blvd., Oakbrook Terrace, IL 60181
   1-800-994-6610
   patientsafetyreport@jointcommission.org

   To address any discrimination concerns, you may also file a civil rights complaint with the

   **U.S. Department of Health and Human Services** Office for Civil Rights
   200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201
   1-800-368-1019 or 1-800-537-7697 (TDD)
   OCRMail@hhs.gov
   Complaint forms are available at hhs.gov/ocr/office/file/index.html