



STATE OF NEW YORK DEPARTMENT OF HEALTH

161 Delaware Avenue

Delmar New York 12054

Richard F. Daines, MD
Commissioner

Wendy E. Saunders
Chief of Staff

January 14, 2008

DAL: DRS# 08-01

Subject: Information needed when leaving a message for the Centralized Intake Program (1-888-201-4563)

Dear Administrator:

The purpose of this letter is to provide guidance for leaving messages on weekends or holidays when calling the Centralized Complaint Intake Program (CCIP). The CCIP is staffed from 9:00 a.m. until 5:00 p.m. Monday through Friday, however, a message service is maintained for afterhours calls. The Department of Health is responsible for advising the Regional Office of complaints as quickly as possible so they are investigated in a timely manner.

When leaving a message it is important that the caller leave not only their name, but also their title, that they provide an alternate contact that will be able to verify the information (i.e., if the callers shift will be ending soon), and that the phone number provided for call back is one that is answered if the caller is not available.

If the call is related to a resident, please be sure to leave the resident's name. If the call is related to the abuse of a resident by a staff person, it is important to advise if the staff person involved is in a position to have direct resident contact at the facility. If the call is related to elopements; important factors to be included in the message are: the resident's cognitive status, if they have been located, if they are back at the facility, and if there were any injuries. In the case of environmental calls; such as air conditioning, heat, elevator failure, or the like, please advise whether the facility has a functioning back-up system and how the residents are being effected.

If you require further clarification regarding this DAL, please contact the following:

CCIP hotline at 1-888-201-4563 and press 1;
or contact
Mark Brownell the CCIP Director at (518) 408-1156

Sincerely,

Jackie Pappalardi
Director
Division of Residential Services