



Patient Relations at
Helen Newberry Joy Hospital & Healthcare Center
Convenient Care Clinic • Gibson Family Health Center
Golden Leaves Living Center (*Long Term Care*)
Manistique Lakes Family Clinic (*Curtis*)
West Mackinac Health Clinic (*Engadine*)

Reporting Your Concerns. While you or a family member are being treated at our facility, you may have a concern or need clarification about a specific matter. If so, we encourage you to speak directly to the Hospital employee attending to your needs about what's on your mind. If the matter is not resolved, you should ask to speak with the Department Director.

If no resolution occurs at the departmental level, you should ask to speak with the Hospital's Patient Advocate, who will discuss the matter with you and work to resolve any issues with all parties involved.

The Patient Advocate will listen carefully to your concern and take prompt action to ensure that the matter is resolved as quickly as possible. To assist the Patient Advocate, you should have all relevant information, including any documentation, available for review.

Patient Advocate. Individuals with concerns should ask to talk to the HNJH Patient Advocate, Tracy Paramski, LBSW. Our Patient Advocate can be reached during regular business hours by calling 906-293-9223.

If you have a concern about an individual health care professional that cannot be resolved with the help of our Patient Advocate, please contact the Michigan Department of Community Health (MDCH) Bureau of Health Services. They can be reached by calling 800-882-6006.

Concerns Occurring After Business Hours. Should you have a concern that arises after regular business hours, please speak with the Charge Nurse or Night Supervisor in order to resolve the concern. The Charge Nurse and/or Night Supervisor may be reached through the Nurses' Station by calling 906-293-9219.

Additionally, you may write the Patient Advocate:

Patient Advocate
Helen Newberry Joy Hospital
502 W. Harrie Street
Newberry, MI 49868

We Want to Hear from You. HNJH is committed to providing the best possible services to all of our patients. We welcome your comments. Your input is a valuable source of information for improving our services and we thank you for taking time to let us know what we can do better.