

Shaker Place Rehabilitation and Nursing Center

Resident Contact Information New York State Department of Health

The staff at Shaker Place Rehabilitation and Nursing Center is proud of the care and service we provide to our Residents. We encourage you to ask questions and voice your concerns about your care and treatment. As part of your admission packet, you have received a number of documents that inform you how to contact staff whenever you may have a question. In fact, you can help us improve the quality of service we provide by sharing your concerns with us.

From time to time, however, you may become dissatisfied with the care and service provided by the facility. If you have a concern about possible Resident abuse, mistreatment, or neglect, we would hope you would report that situation to one of our staff members immediately. The first consideration should always be the immediate safety of the Resident. You may also report concerns 24 hours per day, seven days per week to the New York State Department of Health Patient Care Hotline. You can call the Hotline at:

1-888-201-4563

The New York State Department of Health Capital District Office is located at 875 Central Avenue, Albany, NY 12206.

May 2019

