

Southern Virginia Mental Health Institute has been awarded accreditation from the Joint Commission (TJC).

## The Joint Commission Accreditation

### Reporting Quality of Care Concerns

Southern Virginia Mental Health Institute (SVMHI) is committed to supporting the continuous process of recovery by providing quality psychiatric services to those individuals entrusted to our care. We want to know if you have a concern.

#### Report Concerns to the Facility

Whenever an individual has concerns about the safety or care of a SVMHI patient that have not been addressed, he or she is encouraged to contact the following individual:

- Director/CEO, or their designee at (434) 773-4230

We encourage you to first notify hospital administration by calling the above number. Immediate reporting will allow us to investigate your concerns quickly.

#### Confidentiality and Protection from Retribution

Providing your name and telephone number is helpful should there be a need for additional information. If you desire not to identify yourself, please provide us with enough information regarding your concerns so we can complete a thorough investigation. The information you provide will be kept confidential and will only be used to investigate your concerns. There will be no retribution against anyone who reports an actual or potential safety risk.

#### If Concerns Remain Unresolved

If the concerns cannot be resolved through the Director/CEO or their designee, then the individual may contact The Joint commission in any one of the following ways:

- Phone the Office of Quality Monitoring - 1 (800) 994-6610
- Send an email to [complaint@jointcommission.org](mailto:complaint@jointcommission.org)
- Post a letter to:

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace , IL 60181