



Patient Complaint Procedure

Tri-County Family Medicine is a Federally Qualified Health Center- Look Alike (FQHC LAL) specializing in primary care. Our mission is to enhance primary care services in our communities, without regard to the patient's ability to pay.

Tri-County prides itself in providing compassionate, clinically excellent medical care to our communities. If for some reason we do not meet your expectations and you feel the need to file a complaint, we ask that you first start with your regularly attended health center. Ask to speak with the Office Manager.

If you are not able to come to a resolution at your local health center or need to discuss directly with administration, you may contact the Compliance Manager at 585-335-7355 or by email at compliancehotline@tcfmedicine.com.

Please feel free to raise questions at any time. Your suggestions are a gift and allow us to continue to improve care provided to all our patients.

If you remain dissatisfied after the above measures, you may contact the NYS Department of Health.

NYS Department of Health Office of Professional Medical Conduct
Riverview Center
150 Broadway, Suite 355
Albany, New York 12204-2719
Phone: 1-800-663-6114 (complaints/ inquiries)
Web site address: www.health.ny.gov/professionals/doctors/conduct/
E-mail address: opmc@health.ny.gov

Caring for Our Communities

- Administration & Billing Center**
10869 State Route 36 South
P.O. Box 601
Dansville, NY 14437
Phone: 585-335-3100
Fax: 585-335-8695
- Canaseraga Health Center**
12 N. Church Street
P.O. Box 215
Canaseraga, NY 14822
Phone: 607-545-2111
Fax: 607-545-2100
- Cohocton Health Center**
25 Park Avenue
P.O. Box 112
Cohocton, NY 14826
Phone: 585-384-5310
Fax: 585-384-9864
- Dansville Health Center**
Brae Burn Professional Building
60 Red Jacket Street, Suite 1
P.O. Box 339
Dansville, NY 14437
Phone: 585-335-6041
Fax: 585-335-6764
- Geneseo Health Center**
Noyes Health Services Building
50 East South Street, Suite 700
Geneseo, NY 14454
Phone: 585-243-1700
Fax: 585-243-5355
- Nunda Health Center**
61 State Street
P.O. Box 729
Nunda, NY 14517
Phone: 585-468-2528
Fax: 585-468-5424
- Wayland Health Center**
200 N. Main Street
Wayland, NY 14572
Phone: 585-728-5131
Fax: 585-728-9305