



Northern Inyo Hospital

Patient Advocacy

*People you know caring for people you love.*

The Patient Advocate is a resource provided by Northern Inyo Hospital for patients, their families and other appropriate individuals associated with patient care needs. The advocate will assist you when you may be experiencing difficulties or have questions and concerns about any aspect of care or service.

The Patient Advocate is a liaison between patients and hospital staff. The mission of the Patient Advocate is to improve communication, access information, resolve conflicts, and address patients specific concerns.

The Patient Advocate works closely with the Performance Improvement Department to ensure all official complaints are thoroughly investigated and reviewed by the appropriate hospital committee and if need be, an objective third party review. Action steps will be taken as deemed

necessary to maintain and/ or improve our commitment to quality care.

**Northern Inyo Hospital**

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Patient Advocate

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