

Patient and Family Relations

If you have concerns about your care or experience that you cannot resolve with your care team, Patient and Family Relations (or Patient Advocacy) teams can help. Each hospital has a dedicated team that will work with you to address your concerns. You can reach them by calling the phone numbers listed below. You can also find more information about each team by clicking the name of the hospital.

Hospital	Phone Number	Email Address
Mass General Hospital	617- 726-3370	mghpatientadvocacy@partners.org
Brigham and Women’s Hospital	617-732-6636	PTRelations@partners.org
Brigham and Women’s Faulkner Hospital	617-983-4507	BWFHPFR@partners.org
Cooley Dickinson Hospital	413-582-4970	PatientRelations@cooleydickinson.org
Dana Farber Cancer Institute	617-632-3417	
Martha’s Vineyard Hospital	508-957-9497	
Mass Eye and Ear	617-573-3008	patient_relations@meei.harvard.edu
Mass General Brigham Integrated Care	857-282-2150	MGBIntegratedCarePatientFamilyRelations@mgb.org
McLean Hospital	617-855-3406	
Nantucket Cottage Hospital	508-825-1398	NCHPatientExperience@partners.org
Newton Wellesley Hospital	617-243-6205	NWHexperience@partners.org
Salem Hospital	978-354-2025	NSMCPFR@partners.org
Spaulding Rehabilitation	617-952-5000	
Wentworth-Douglass Hospital	603-740-2823	patientfamilyrelations@wdhospital.org

If you don’t see a phone number for the location where you receive care, please call the practice directly.