



Care Compare Five-Star Ratings of Nursing Homes
Provider Rating Report for November/December 2024

Ratings for Palatine Nursing Home (335685) Palatine Bridge, New York			
Overall Quality	Health Inspection	Quality Measures	Staffing
★	★★	★★★	★

The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around December 4, 2024. The health inspection rating incorporates data reported through October 31, 2024. The time periods for each of the quality measures that contribute to the Quality Measure (QM) rating can be found in the QM tables located later in this report. The staffing rating is based on payroll-based journal (PBJ) staffing data reported through the second calendar quarter of 2024.

Helpline

The Five-Star Helpline will operate Monday - Friday **December 2 - 6, 2024**. Hours of operation will be from 9 am - 5 pm ET, 8 am - 4 pm CT, 7 am - 3 pm MT, and 6 am - 2 pm PT. The Helpline number is 1-800-839-9290. The Helpline will be available again **January 27 - 31, 2025**. During other times, direct inquiries to BetterCare@cms.hhs.gov as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.