



CONCERNS, COMPLIMENTS AND SUGGESTIONS

Do you have feedback about your care or your safety while at Shriners Hospitals for Children®?

Please talk with us about your concerns, pass along compliments and suggest ways we can improve. If you are concerned or upset about your visit, we would like you to talk with the manager of the department/service/unit before you leave. He or she often can solve the problem or clear up a misunderstanding. If you still have a concern after talking with the manager, please contact Shriners Hospitals for Children® — Chicago by phone, mail, fax or email as listed below:

Shriners Hospitals for Children — Chicago

2211 N. Oak Park Ave

Chicago, IL 60707

Phone: 773-385-5825 Fax: 773-385-5453

Email: CHIPatientRelations@shrinenet.org

If the hospital has not addressed your concern, the following resources are also available to assist you:

Shriners Hospitals for Children: <http://www.shrinershq.org/Hospitals/Main>

Corporate Compliance Hotline: 866-290-7637

Illinois State Agency

Illinois Department of Public Health Central Complaint Registry

Division of Health Care Facilities and Programs

525 West Jefferson Street

Springfield, IL 62761-0001

800-252-4343

Beneficiary and Family Centered Care Quality Improvement Organization

Livanta Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Livanta LLC

BFCC-QIO Program

10820 Guilford Road, Suite 202

Annapolis Junction, MD 20701-1105

Phone: 888-524-9900, TTY: 888-985-8775

General Medicare # 800-MEDICARE (800-633-4227) or TTY/TTD 855-843-4776

The Joint Commission (TJC)

Office of Quality Monitoring

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Phone : 800-994-6610, Fax: 630-792-5636, email: complaint@jointcommission.org