



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 —Springfield by phone, mail, fax or e-mail as listed below:

Shriners Hospitals for Children — Springfield

516 Carew Street, Springfield, MA 01104-2396 / Phone 1.413.787.2015 Fax 1.413.755.2321

E-mail: SPRPatientRelations@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.shrinershospitalsforchildren.org/>

Corporate Compliance Hotline: 1.866.290.7637

Massachusetts Department of Public Health

Division of Healthcare Quality – Complaint Unit

99 Chauncy Street, 2nd Floor, Boston, MA 02111 / Hotline: 1.800.462.5540

Clinical Laboratory Program – Bureau of Health Care Safety and Quality

Phone: 617.753.8438 or 617.753.8439 Fax: 617.753.8240

Massachusetts Quality and Patient Safety

Complaint Unit, 200 Harvard Mill Square, Suite 330, Wakefield, MA 01880

Phone: 781-876-8200 Fax: 781-876-8381

Quality Improvement Org., (QIO) for Medicare and Medicaid

KEPRO

Phone: 1.888.319.8452 TTY: 1.855.843.4776

General Medicare # 800.MEDICARE 1.800.633.4227 or TTY 1.877.486.2048 or Hearing impaired patients may contact The Massachusetts Relay Service: Universal Access: 711, TTY, 1.800.439.2370, or voice/Speech to Speech Relay (STS), 1.800.439.0183

The Joint Commission (TJC)

Office of Quality Monitoring

One Renaissance Boulevard, Oakbrook Terrace, IL 60181 / 1.800.994.6610, Fax: 1.630.792.5636

E-mail: complaint@jointcommission.org