



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® — St. Louis by phone, mail, fax or e-mail as listed below:

Shriners Hospitals for Children® — St. Louis

4400 Clayton Avenue
St. Louis, MO 63110
314-432-3600 X 1193 Fax : 314-432-2930
E-mail: stl-patientrelations@shrinenet.org

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

Shriners Hospitals for Children®: www.shriners.ethicspoint.com
Corporate Compliance Hotline: 1-866-290-7637

Missouri Department of Health

P.O. Box 570
Jefferson City, MO 65102
573-751-6303 Fax: 573-526-3621
E-mail: complaint@health.mo.gov

Missouri Quality Improvement Organization, (QIO) for Medicare/Medicaid KEPRO

5201 W. Kennedy Blvd. Suite 900
Tampa, FL 33609
813-280-8256 Fax: 884-834-7130 Toll Free: 855-408-8557

Centers for Medicare and Medicaid Services Central Office

Division of Laboratory Services (CLIA)
877-267-2323 x 63531

General Medicare # - 1-800-MEDICARE (1-800-633-4227) or TTY/TTD 1-877-486-2048

The Joint Commission (TJC)

Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610 Fax: 630-792-5636 E-mail: patientsafetyreport@jointcommission.org