



## 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®-Galveston by phone, mail, fax or e-mail as listed below:

### **Shriners Hospitals for Children – Galveston**

815 Market St. Galveston, TX 77550

Phone Number: 409.770.6884

E-mail: [GAL-patientrelations@shrinenet.org](mailto:GAL-patientrelations@shrinenet.org)

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

**Shriners Hospitals for Children® Corporate Compliance Hotline:** 866.290.7637

### **Texas Department of State Health Services**

Health Facility Compliance Group (MC 1979)

P.O. Box 149347

Austin, TX 78714-9347

888.973.0022, TDD 800.735.2989,

Fax: 512.834.6653

### **Texas Quality Improvement Org., (QIO) for Medicare/Medicaid**

KEPRO

5700 Lombardo Center Dr., Suite 100

Seven Hills, OH 44131

844-430-9504

### **Texas Department of Family and Protective Abuse/Neglect Reports Hotline**

800.252.5400

### **Centers for Medicare & Medicaid Services Central Office**

Division of Laboratory Services (CLIA)

877.267.2323 x 63531

**General Medicare #** 800.MEDICARE (800.633.4227) or TTY/TTD 877.486.2048

### **The Joint Commission (TJC)**

Office of Quality Monitoring

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

800.994.6610, Fax: 630.792.5636, E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

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