



Shriners for Children
Medical Center™ – Pasadena

COMPLIMENTS, CONCERNS, and SUGGESTIONS

Do you have feedback about your care or your safety while at Shriners for Children Medical Center – Pasadena?

Please pass along compliments, talk with us about your concerns and suggest ways we can improve. If you are concerned or upset about your visit, we would like you to talk with the leader of the department before you leave. Often the misunderstanding can be quickly resolved or the problem promptly solved. If you still have a concern after talking with the leader, please contact Shriners for Children Medical Center – Pasadena by email, phone, fax or mail as listed below.

Shriners for Children Medical Center - Pasadena

909 S. Fair Oaks Avenue
Pasadena, CA 91105

Phone: 626-389-9300 Fax: 626-389-9325

TTY Relay: English – 1-800-735-2929, Spanish – 1-800-855-3000

E-mail: LOSPatientRelations@shrinenet.org

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

Shriners Children's Corporate Compliance Hotline 866.290.7637

Website to file a complaint: <http://www.shriners.ethicspoint.com/>

California Department of Public Health

Department of Public Health/Los Angeles District Office

12440 E. Imperial Highway, Rm 522 | Norwalk, CA 90650

Phone: (562) 345-6884 | Toll-free: (800) 288-1019 | Fax: (562) 406-8801

Email: CDPH-LNC-LOSANGELES@cdph.ca.gov

CLIA Program (Laboratory)

California Department of Public Health

Division of Laboratory Science

Laboratory Field Services

320 W 4th Street, Suite 890 | Los Angeles, CA 90013-2398

(213) 620-6160 | FAX: (213) 620-6565

Email: LFSCCLIA@cdph.ca.gov

General Medicare

1-800-MEDICARE (1.800.633.4227) or TTY/TTD 877.486.2048

The Joint Commission (TJC)

Office of Quality & Patient Safety | One Renaissance Boulevard Oakbrook Terrace, IL 60181 | 1-800-994-6610,

website: www.jointcommission.org | E-mail: complaint@jointcommission.org