



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

### **Shriners Hospitals for Children® — Shreveport**

3100 Samford Avenue  
Shreveport, LA 71103  
318.222.5704, FAX: 318.424.4561  
E-mail: [SHRPatientRelations@shrinenet.org](mailto:SHRPatientRelations@shrinenet.org)

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

**Shriners Hospitals for Children®:** <https://secure.ethicspoint.com/domain/media/en/gui/25601/index.html>  
**Corporate Compliance Hotline:** 866.290.7637

### **Louisiana State Agency**

DDH/Health Standards Section  
P.O. Box 3767  
Baton Rouge, LA 70821  
866.280.7737 or 225.342.0138, FAX: 225.342.5292

### **CMS Quality Improvement Organization for Louisiana**

**KEPRO**  
Helpline Phone Number (complaints and appeals): 844.430.9504 (toll-free)

### **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)