



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 Medical Center® — Lexington by phone, mail, fax or e-mail as listed below:

Shriners Hospitals for Children Medical Center® — Lexington

110 Conn Terrace
Lexington, KY 40508-3206
859.266.2101, Fax: 859.268.5753
E-mail: LEXPatientRelations@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: 866.290.7637

Kentucky State Agency

Cabinet for Health and Family Services
Office of the Ombudsman
275 East Main Street 1E-B
Frankfort, KY 40621
502.564.5497
1.800.372.2973

Kentucky Quality Improvement Organization (QIO) KEPRO for Medicare/Medicaid

5201 West Kennedy Blvd, Suite 900
Tampa, FL 33609
888.317.0751, Fax: 844.878.7921, TTY:855.843.4776
www.keproqio.com

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 and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800.994.6610, Fax: 630.792.5636, E-mail: complaint@jointcommission.org

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