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:

**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](http://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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