



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

Shriners Hospitals for Children® — Spokane

911 W. 5th Avenue
Spokane, WA 99204
509.455.7844, Fax: 509.623.0474
E-mail: SPOPatientRelations@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

Washington State Department of Health

Health Systems Quality Assurance
P.O. Box 47857
Olympia, WA 98504-7857
800.633.6828

Washington Quality Improvement Org., (QIO) for Medicare/Medicaid

KEPRO
5700 Lombardo Center Dr. Suite 100
Seven Hills, OH 44131
888-305-6759, Fax: 833-868-4064
Web: www.keproqio.com

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