



Shriners Hospitals
for Children®

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® — Portland by phone, mail, fax or email as listed below:

Shriners Hospitals for Children® — Portland

3101 S.W. Sam Jackson Park Road
Portland, OR 97239-3009
503.241.5090, Fax: 503.221.3701
Email: POR-PatientRelations@shrinenet.org

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

Shriners Hospitals for Children®: shrinershospitalsforchildren.org
Corporate Compliance Hotline: 866.290.7637

Oregon Health Authority

Health Care Facility Licensing and Certification Program
800 NE Oregon Street, Suite 465
Portland, OR 97232
971.673.0540 Fax: 971.673.0556

Quality Improvement Org., (QIO) for Medicare

KEPRO
BFCC-QIO Program, Region 10
5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131
888.305.6759 Fax: 844.878.7921
www.keproqio.com

Oregon State Public Health Laboratory

Laboratory Compliance Section
503.693.4125
LC.INFO@state.or.us

General Medicare # - 800.MEDICARE (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
Fax: 630.792.5636
jointcommission.org