



## CONCERNS, COMPLIMENTS AND SUGGESTIONS

Do you have feedback about your care or your safety while at Shriners Children's Ohio?

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 Children's Ohio by phone, mail, fax or e-mail as listed below:

### **Shriners Hospitals for Children® — Shriners Children's™ Ohio**

One Children's Plaza – 2 West  
Dayton, OH 45404  
513.872.6317, Fax: 513.872.6999  
TTY Relay: 800.750.2750  
Email: [OHIOPatientRelations@shrinenet.org](mailto:OHIOPatientRelations@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

### **Ohio Department of Health**

Complaint Unit  
246 North High Street  
Columbus, OH 43215  
800.342.0553, Fax: 614.564.2422, Email: [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov)

### **Livanta Medicare's BFCC- Quality Improvement Org., QIO Program for Region 5 (OH)**

BFCC QIO  
10820 Guilford RD STE 202  
Annapolis Junction, MD 20701-1262  
888.524.9900, TTY: 888.985.8775  
[www.livantaqio.com](http://www.livantaqio.com)

### **Centers for Medicare and 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)