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

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/qui/25601/index.html](https://secure.ethicspoint.com/domain/media/en/qui/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

**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