



# CONCERNS, COMPLIMENTS, AND SUGGESTIONS

Do you have feedback about your care or your safety while at Shriners Hospitals for Children® — Boston?

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

## **Shriners Hospitals for Children — Boston**

51 Blossom Street, Boston, MA, 02114

1-617-371-4780, Fax: 617-371-4794, E-mail: [BOSPatientsRelations@shrinenet.org](mailto:BOSPatientsRelations@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:** 1-866-290-7637

## **Massachusetts Department of Health**

### **Complaint Unit**

Massachusetts Department of Public Health

Division of Healthcare Quality

99 Chauncy St. 2<sup>nd</sup> Floor

Boston, Massachusetts 02111

Hotline Number 1-800-462-5540

## **Massachusetts Quality and Patient Safety (formerly Patient Care Assessment Program)**

Division of Health Care Quality

Complaint Unit

200 Harvard Mill Square Suite 330 Wakefield, Massachusetts 01880

<http://www.mass.gov/eohhs/docs/borim/physicians/complaint-form-eng.pdf>

Phone: 781-876-8296, Fax: 781-876-8381

## **Massachusetts Quality Improvement Organization, (QIO) for Medicare and Medicaid**

KEPRO - Region 1

5700 Lombardo Center Dr., Suite 100

Seven Hills, OH 44131

Complaints/appeals: 888-319-8452, Fax: 833-868-4055, Local Phone Number: 216-447-9604

**General Medicare # - 1-800-MEDICARE (1-800-633-4227) or Hearing impaired patients may contact The Massachusetts Relay Service: Universal Access: 711, TTY, 1-800-439-2370, or voice/Speech to Speech Relay (STS), 1-800-439-0183**

## **The Joint Commission (TJC)**

Office of Quality Monitoring

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

1-800-994-6610, Fax: 1-630-792-5636, E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)