



## CONCERNS, COMPLIMENTS AND SUGGESTIONS

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

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® – Chicago by phone, mail, fax or email as listed below:

### **Shriners Children's Chicago**

2211 N. Oak Park Ave  
Chicago, IL 60707  
Phone: 773-385-5518 Fax: 773-385-5453  
Email: [CHIPatientRelations@shrinenet.org](mailto:CHIPatientRelations@shrinenet.org)

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

**Shriners Hospitals for Children:** <https://www.shrinerschildrens.org>  
**Corporate Compliance Hotline:** 866-290-7637

### **Illinois State Agency**

#### **Illinois Department of Public Health Central Complaint Registry**

Division of Health Care Facilities and Programs  
525 West Jefferson Street  
Springfield, IL 62761-0001  
800-252-4343

### **Beneficiary and Family Centered Care Quality Improvement Organization**

#### **Livanta Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)**

Livanta LLC  
BFCC-QIO Program  
10820 Guilford Road, Suite 202  
Annapolis Junction, MD 20701-1105  
Phone: 888-524-9900, TTY: 888-985-8775

**General Medicare #** 800-MEDICARE (800-633-4227) or TTY/TTD 855-843-4776

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

#### **Office of Quality Monitoring**

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone : 800-994-6610, Fax: 630-792-5636, email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)