



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® Medical Center — Philadelphia phone, mail, fax or e-mail as listed below:

Shriners Hospitals for Children® — Philadelphia

3551 N. Broad Street
Philadelphia, PA 19140-4131
215-430-4000 Fax: 215.430.4079
E-mail: PHLPatientRelations@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: 866.290.7637

Pennsylvania State Agency
Pennsylvania Department of Health
800.254.5164

Pennsylvania Quality Improvement Org., (QIO) for Medicare/Medicaid
Quality Insights of Pennsylvania
Helpline: 800.322.1914
Organization: 877.346.6180

Centers for Medicare & 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