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

Shriners Hospitals for Children — Chicago
2211 N. Oak Park Ave
Chicago, IL 60707
Phone: 773-385-5825 Fax: 773-385-5453
Email: CHIPatientRelations@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.shrinershq.org/Hospitals/Main
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

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