



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 for Children Medical Center by phone, mail, fax or e-mail as listed below:

Shriners for Children Medical Center

909 S. Fair Oaks Ave.
Pasadena, CA 91105
LOSPatientRelations@shrinenet.org
626-389-9300 Fax: 626-389-9325

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

Shriners Hospitals for Children® Corporate Compliance Hotline: 866.290.7637

California Department of Public Health

Department of Public Health/Los Angeles District Office
3400 Arrow Avenue, Suite 323
El-Monte, CA 91731
626.569.3724

Web: <https://hfcis.cdph.ca.gov/LongTermCare/ConsumerComplaint.aspx>

California Quality Improvement Org., (QIO) for Medicare/Medicaid

Livanta BFCC-QIO

BFCC-QIO Program, Area 5
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
877.588.1123, TTY 855.887.6668

Centers for Medicare & Medicaid Services Central Office

Division of Laboratory Services (CUA)
877.267.2323 X 63531

General Medicare# BOO.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