



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

Shriners Hospitals for Children® — Cincinnati

3229 Burnet Avenue
Cincinnati, OH 45229-3095
513.872.6317, Fax: 513.872.7605
e-mail: CINPatientRelations@shrinenet.org

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

Shriners Hospitals for Children®: <https://secure.ethicspoint.com/domain/media/en/gui/25601/index.html>
Corporate Compliance Hotline: 866.290.7637

Ohio Department of Health

Division of Quality Assurance, Provider & Consumer Services Unit (PCSU)
246 North High Street
Columbus, OH 43215
800.324.0553 or 800.669.3534, Fax: 614.564.2422

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

5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
813.280.8256, Fax: 884.834.7130, Toll Free: 855.408.8557

Centers for Medicare and 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