COMPLIMENTS, CONCERNS
AND SUGGESTIONS

Do you have feedback about your care or your safety while at Shriners Hospitals for Children®
Erie Ambulatory Surgery Center?

Please pass along compliments, talk with us about your concerns and suggest ways we can
improve. If you are concerned or upset about your visit, we would like you to talk with the nurse
manager of the ASC before you leave. Often the misunderstanding can be quickly cleared up or
the problem promptly solved. If you still have a concern after talking with the nurse manager,
please contact Shriners Hospitals for Children® Erie Ambulatory Surgery Center by email,
phone, fax or mail as listed below.

Shriners Hospitals for Children® Erie Ambulatory Surgery Center
Mary Jane Antoon, Administrator
Email: ERI-PatientRelations@shrinenet.org
Phone: 814.875-8700
Fax: 814.875.8756
Mail: 1645 W. 8th Street
      Erie, PA 16505

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

Shriners Hospitals for Children®
Email: http://www.shriners.ethicspoint.com
Corporate Compliance Hotline: 866.290.7637

Pennsylvania Department of Health
Division of Acute & Ambulatory Care
Phone: 800.254.5164
Mail: Health & Welfare Building, Room 532
     632 Forster Street
     Harrisburg, PA  17108

Medicare Beneficiary Ombudsman: 800.MEDICARE (800.663.4227) or TTY 877.486.2048
Email: www.medicare.gov

Pennsylvania/Area 1 BFCC-QIO: Livanta
Helpline:866.815.5440
TDD: 866.868.2289
Fax: 844.420.6671

The Joint Commission
Email: complaint@jointcommission.org
Phone: 800.994.6610
Fax: 630.792.5636
Mail: Office of Quality Monitoring
     One Renaissance Boulevard
     Oakbrook Terrace, IL  60181