



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

Shriners Hospitals for Children® — Honolulu

1310 Punahou Street
Honolulu, HI 96826-1099
808.951.3625, Fax: 808.951.3790
E-mail: HON-PatientRelations@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

Hawaii State Agency

State Department of Health
1250 Punchbowl Street
Honolulu, HI 96813
808.586.4400

CMS Quality Improvement Organization for Hawaii

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 (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