



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 (any violation of law, abuse or neglect), pass along compliments and suggest ways we can improve. You are protected from discrimination or retaliation for reporting a violation of law. We have a duty to report to the appropriate stated health care regulatory agency any abuse or neglect of a patient receiving care and treatment provided by Shriners Hospitals for Children.

If you have concerns regarding your visit, we would like you to talk with the manager of the department 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® — Houston by phone, mail or e-mail as listed below:

Shriners Hospitals for Children® — Houston

6977 Main Street
Houston, Texas 77030
Phone: 713.793.3910 (English); 713.793.3711 (Spanish)
E-mail: PatientRelation.Hou@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

Texas Department of State Health Services

Health Facility Compliance Group (MC 1979)
P.O. Box 149347
Austin, TX 78714-9347
888.973.0022, TDD 800.735.2989, Fax: 512.834.6653

Texas Department of Family and Protective Abuse/Neglect Reports Hotline

800.252.5400

KEPRO, (QIO) for Medicare/Medicaid

5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
Phone: 844-430-9504 Fax: 844-878-7921

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