



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

### **Shriners Hospitals for Children® — Philadelphia**

3551 N. Broad Street  
Philadelphia, PA 19140-4131  
215-430-4000, Fax: 215.430.4079  
E-mail: [PatientsRelations-PHL@shrinenet.org](mailto:PatientsRelations-PHL@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.shrinershq.org/Hospitals/Main>  
**Corporate Compliance Hotline:** 866.290.7637

**Pennsylvania State Agency**  
Pennsylvania Department of Health  
800.254.5164

**Pennsylvania Quality Improvement Org., (QIO) for Medicare/Medicaid**  
Quality Insights of Pennsylvania  
Helpline: 800.322.1914  
Organization: 877.346.6180

**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](mailto:complaint@jointcommission.org)