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

Shriners Hospitals for Children® — Shreveport
3100 Samford Avenue
Shreveport, LA 71103
318.222.5704, FAX:  318.424.4561
E-mail: SHRPatientRelations@shrinenet.org

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

Corporate Compliance Hotline: 866.290.7637

Louisiana State Agency
DDH/Health Standards Section
P.O. Box 3767
Baton Rouge, LA 70821
866.280.7737 or 225.342.0138, FAX: 225.342.5292

CMS Quality Improvement Organization for Louisiana
KEPRO
Helpline Phone Number (complaints and appeals): 844.430.9504 (toll-free)

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