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® — St. Louis by phone, mail, fax or e-mail as listed below:

**Shriners Hospitals for Children® — St. Louis**

4400 Clayton Avenue  
St. Louis, MO 63110  
314-432-3600 X 1193 Fax: 314-432-2930  
E-mail: stl-patientrelations@shrinenet.org

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

**Shriners Hospitals for Children®**: [www.shriners.ethicspoint.com](http://www.shriners.ethicspoint.com)  
**Corporate Compliance Hotline**: 1-866-290-7637

**Missouri Department of Health**  
P.O. Box 570  
Jefferson City, MO 65102  
573-751-6303 Fax: 573-526-3621  
E-mail: complaint@health.mo.gov

**Missouri Quality Improvement Organization, (QIO) for Medicare/Medicaid KEPRO**  
5201 W. Kennedy Blvd. Suite 900  
Tampa, FL 33609  
813-280-8256 Fax: 884-834-7130 Toll Free: 855-408-8557

**Centers for Medicare and Medicaid Services Central Office**  
Division of Laboratory Services (CLIA)  
877-267-2323 x 63531

**General Medicare #** - 1-800-MEDICARE (1-800-633-4227) or TTY/TTD 1-877-486-2048

**The Joint Commission (TJC)**  
Office of Quality and Patient Safety  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
800-994-6610 Fax: 630-792-5636 E-mail: patientsafetyreport@jointcommission.org

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