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

Shriners Hospitals for Children® — Tampa
12502 USF Pine Drive
Tampa, FL 33612-9411
813.972.2250 x7580, Fax: 813.975.7125
E-mail: TPAPatientRelations@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

Florida Department of Health
Agency for Health Care Administration
Hospital and Outpatient Unit
2727 Mahan Drive, Mailstop 31
Tallahassee, FL 32308

Florida Quality Improvement Org., (QIO) for Medicare/Medicaid
KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609
813-280-8256

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

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