



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

**Shriners Hospitals for Children® — Greenville**

950 West Faris Road

Greenville, SC 29605

864.255.7860

E-mail: [GRNPatientRelations@shrinenet.org](mailto:GRNPatientRelations@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

**South Carolina State Agency**

DHEC Health Licensing

2600 Bull Street

Columbia, SC 29201

803.545.4370, Fax: 803.545.4212

**South Carolina Quality Improvement Organization (QIO) for Medicare/Medicaid  
KEPRO**

5201 W. Kennedy Boulevard, Suite 900

Tampa, FL 33609

Local 813-280-8256, Toll free 844-455-8708, Fax 844-834-7129

**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)