



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 director 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® — Twin Cities by phone, mail, fax or e-mail as listed below:

Shriners Hospitals for Children® — Twin Cities

2025 East River Parkway

Minneapolis, MN 55414

612.596.6241, or toll-free: 888.293.2832 Ext. 6225, Fax: 612.339.7633

E-mail: TWI-PatientRelations@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.shriners.ethicspoint.com/>

Corporate Compliance Hotline: 866.290.7637

Minnesota Department of Health

Office of Health Facility Complaints

PO Box 64970

Saint Paul, MN 55164-0970

800.369.7994, or 651.201.4201, Fax: 651.281.9796

Quality Improvement Organization (QIO) for Medicare

KEPRO

5201 W. Kennedy Blvd., Suite 900

Tampa, FL 33609

855.408.8557(toll-free), or 813.280.8256, Fax: 844.834.7130

Minnesota Department of Health

Licensing & Certification Section CLIA Program

3333 West Division Street, Suite 212

Saint Cloud, MN 56301-4557

651.201.4120, Fax: 320.223.7350

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