

TO OUR PATIENTS

Complaints, Concerns and Questions

Filing a Complaint

If a patient or patient's representative believes that UPMC Children's Hospital of Pittsburgh has violated any of the rights enumerated on the Patient Rights and Responsibilities postings, he or she should contact the hospital's Patient Relations to file a complaint at:

UPMC Children's Hospital of Pittsburgh

Patient Relations

412-692-5489

E-mail : PatientRep@chp.edu

Upon receipt of the complaint, UPMC Children's Hospital of Pittsburgh will make every effort to respond in a prompt and fair manner to address the concerns. However, concerns may further be addressed to:

Pennsylvania Department of Health Commonwealth of Pennsylvania HUB, Attn: Division of Acute and Ambulatory Care, 2525 North 7th Street, Suite 210, Harrisburg, PA 17110

Phone: 1-800-254-5164

Or

The Joint Commission, Office of Quality and Patient Safety

- At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
- By fax to 1-630-792-5636.
- By mail to: The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Concerns regarding quality of care or premature discharge may be addressed to:

Livanta

BFCC-QIO

ATTN: Review Services

9090 Junction Drive, Suite 10

Annapolis Junction, MD 20701

1-866-815-5440

For dialysis (ESRD) patients, complaints may be addressed to:

Quality Insights Renal Network 4

1586 Sumneytown Pike # 1470, Kulpville, PA. 19443

1-800-548-9205