

# TO OUR PATIENTS

## Filing a Complaint

If a patient or a 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 Department to file a complaint at:

### UPMC Children's Hospital of Pittsburgh

Patient Relations

**412-692-5489**

Email: [PatientRep@chp.edu](mailto: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

Division of Acute and Ambulatory Care, Central Office, Health and Welfare Building, Room 532, 625 Forster St., Harrisburg, PA 17120-0701

**1-800-254-5164**

(or)

### The Joint Commission, Office of Quality and Patient Safety

- At [www.jointcommission.org](http://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, Illinois 60181.

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

### Livanta

BFCC-QIO

ATN: 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**, 610 Freedom Business Center, Suite 102 King of Prussia, PA 19406

**1-800-548-9205**

E-mail: [qirn4@nw4.esrd.net](mailto:qirn4@nw4.esrd.net)