

TO OUR PATIENTS

Filing a Complaint

If a patient or a patient's representative believes that Children's Hospital of Pittsburgh of UPMC (CHP) 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:

Children's Hospital of Pittsburgh of UPMC

Patient Relations

412-692-5489

Email: PatientRep@chp.edu

Upon receipt of the complaint, CHP 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)

Office of Quality Monitoring

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, Ill. 60181
Phone: **1-800-994-6610**
Fax: **1-630-792-5636**
E-mail:
patientsafetyreport@jointcommission.org

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