



Chester, Illinois
Effective Date: 11/2017

PATIENT COMPLAINT / GRIEVANCE RESOLUTION

It is the policy of Memorial Hospital that patients are given the opportunity to present their complaints or grievances. Complaints/Grievances may be directed to any staff present or you may call 618-826-4581 and ask for the following:

Director of Nursing: Ext 1142
Chief Executive Officer: Ext 1299
Safety Director: Ext 1143
Patient Account Specialist: Ext 1249

Patients may also lodge a grievance with these agencies:

- **Illinois Department of Public Health**
525 West Jefferson Street
Springfield, IL 62761-0001
Central Complaint Registry Hotline: 800-252-4343
Hearing Impaired: 800-547-0466
Fax: 217-524-8885
Website: <https://dph.illinois.gov/content/dam/soi/en/web/idph/files/forms/healthcare-facility-complaint-form-061118.pdf>
Commence Health- Region 5 (BFCC-QIO Program for Illinois)
PO Box 2687
Virginia Beach, VA 23450
Phone: (888) 524 - 9900
Fax: (855) 236-2423
Website: <https://www.commencehealthqio.cms.gov/en/States/Illinois>
- **The Joint Commission**
One Renaissance Blvd
Oakbrook Terrace, IL 60181
Complaint/Safety Event Hotline: 1-800-994-6610
E-Mail: patientsafetyreport@jointcommission.org
Website: <https://www.jointcommission.org/>