

Concerns and Complaints

Shore Health System would appreciate the opportunity to work with you to resolve any concerns or complaints you may have about the care and services we provide in our facilities. There are several ways you can contact us to begin that work.

- Speak to your manager or supervisor

- Call or write our Patient/Family Advocate

Telephone: 410/822-1000 extension 5828

410/228-5511 extension 5828

Address: 219 S Washington St Easton, MD 21601

E-mail address: patientadvocate@shorehealthsystem.org

If you are not satisfied with the response or if you are not comfortable with working internally on the issue you may register your concern with The Joint Commission or with the Department of Health and Mental Hygiene.

The contact information for these organizations is :

The Joint Commission

E-mail address: complaint@jointcommission.org

Fax: (603) 792 5636

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

For FAX or mail you may send a letter or use a Quality Incident Report Form printed from

The Joint Commission web site: www.jointcommission.org

Department of Health and Mental Hygiene

Telephone (toll free): 1-877-4MD-DHMH

TTY (toll free): 1-800-735-2258

Mail: Department of Health and Mental Hygiene

Office of Health Quality

Spring Grove Center

Bland Bryant Bldg.

55 Wade Ave.

Catonsville, MD 21228-4663