

## **OTHER REVIEW AGENCIES**

As a health care consumer, you have the right to contact the following agencies if you are not satisfied with the care you received from Michigan Medicine.

LARA - Michigan Department of Licensing and Regulatory Affairs  
Bureau of Health Care Services  
Health Facilities Division  
PO Box 30664, Lansing MI 48909  
(800)-822-6006 (toll free)

KEPRO - Medicare Quality of Care Complaints  
[KEPRO Area 4 - Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin]  
5201 W. Kennedy Blvd., Suite 900,  
Tampa, FL 33609  
(855)-408-8557 (toll free)  
<http://www.keproqio.com>

## **OTHER RESOURCES FOR QUESTIONS OR CONCERNS**

**Michigan Medicine Operator**  
(734)-936-4000

**Billing or Health Insurance**  
Call Patient Financial Services at  
(734)-615-0863

**Requests for Medical Records**  
Call Medical Records at  
(734)-936-5490

**Privacy/HIPAA Concerns**  
Call Compliance at  
(734)-615-4400

**Financial Assistance Resources**  
Call the Guest Assistance Program at  
(734)-764-6893

**Locating Lost Belongings**  
Call Security at (734)-936-7890

**Hotel Accommodations**  
Call the Patient & Visitor Accommodations Program at  
(734)-936-0135

**Mental Health Code Concerns**  
Call the Recipient Rights Office at  
(734)-936-4323

**Share Compliments**  
Call the Making A Difference Department at  
(734)-936-8710

**Patient/Visitor Guide Information**  
<http://www.uofmhealth.org/patient-visitor-guide-0>



**MICHIGAN MEDICINE**  
UNIVERSITY OF MICHIGAN

## **PATIENT COMPLAINTS**

**Patient Relations**



## PATIENT RELATIONS

At Michigan Medicine our goal is to provide the best healthcare experience possible. If we fall short of your expectations, we want to know about it.

You have the right to express any concerns you may have. Patient Relations is the destination for patients and families when the health care provided fails to meet expectations.

We want and need your feedback, comments, and questions so that we can improve for you and for future patients. After you speak with us, we will work to address your concerns or questions.



## REVIEW PROCESS

### CONTACT PATIENT RELATIONS WITH CONCERNS ABOUT:

- Our Services
- Our Employees
  - Your Care

### WHAT OUR REVIEW INCLUDES:

- A discussion with you or your family representative so that we understand your concerns.
- Contacting staff and/or leadership involved with your care.
- Identification and sharing of opportunities for improvement and lessons learned.
- Follow up with you.

### WHAT TO EXPECT FOR RESOLUTION:

Every effort will be made to resolve your concern or explain the care received. Please allow at least 30 days for us to perform a thorough review. We will contact you as soon as our review is completed.

## CONTACT US

### **How to Contact Patient Relations:**

**Phone:** (734) 936-4330  
or toll-free at (877) 285-7788  
Monday-Friday 8:00am-4:00pm

**Walk-in:** The Patient Relations & Clinical Risk office is located in University Hospital, Room UH 2B228.  
Open for walk-in assistance  
Monday-Friday  
8:00am-noon and 1:00-4:00pm,  
or by appointment.

**Online:** To report a concern online visit, **[www.uofmhealth.org](http://www.uofmhealth.org)**:

- Click on “Contact Us”
- Then, click on Patient Concerns
- Then, click on Online: [Concern form \(secure and confidential\)](#)

**Please have the following information ready when you contact Patient Relations:**

- Patient’s MRN or Date of Birth
- Date the concern occurred
- Name of the Department Involved
- Name of the people involved
- Concise explanation of the concern