

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 Community & Health Systems
PO Box 30664, Lansing, MI 48909
Phone: 800-882-6006 (toll free)

Livanta
Medicare Quality of Care Complaints
BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105
Phone: 888-524-9900
[Region 5: OH, IN, IL, MI, MN,WI)

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 800-994-6610 (toll-free)

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
<https://recognition.med.umich.edu/ng#/customer-appreciation/form>

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



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, 8:00 am - 4:00 pm

Online: To report a concern online visit, 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