

HEALTHCARE REPORTING RESOURCES

FOR PATIENTS AND FAMILIES IN WNC

If you have a complaint or concern about the quality of care and services, including patient safety, at Mission Hospital, whether as a patient or as a medical professional, you have a number of options available to convey your concerns.

Mission Health System Quality Office

Phone: 828-213-1210

Hours: Monday - Friday, 8 a.m. - 5 p.m.

NC DHHS Division of Health Service Regulation

- Complaint Intake and Health Care Personnel Investigations

DC DHSR CIHCP investigates complaints regarding the care and services provided to patients, residents and consumers by health care facilities, agencies and homes that are licensed by the Division of Health Service Regulation. For more information or to download a complaint form, [visit the website](#).

To report incidents that have occurred in the past year and that are regulated by federal regulations or state statutes, use the following resources:

Complaint Hotline

1-800-624-3004 (within NC)
or 919-855-4500

Fax

919-715-7724

Mail

Complaint Intake
Unit 2711 Mail Service Center
Raleigh, NC
27699-2711

The Joint Commission

The Joint Commission is an accrediting body for hospitals and healthcare organizations. It receives complaints about care quality and patient safety. You'll find information about filing a complaint [on the website](#). You can share information about a safety concern by completing The Joint Commission's [online reporting form](#). You may also print and complete the form and submit it by mail to:

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

The Joint Commission does not accept complaints via phone, fax or email.

The Centers for Medicare and Medicaid (CMS)

Medicare beneficiaries can file complaints about their health care or health care provider by using the following avenues. For more information, visit the [CMS website](#).

Medicare Quality of Care Complaints

1-800-MEDICARE

Fax

833-868-4058

Email

beneficiary.complaints@kepro.com

Medicaid Quality of Care Complaints

Toll-free Phone: 888-317-0751

Local Phone: 813-280-8256

TTY: 855-843-4776

Mail

5201 West Kennedy Blvd.

Suite 900

Tampa, FL 33609

Complaints about Discrimination or Working Conditions

For more information about filing a complaint, you can [visit hhs.gov](#), the Office for Civil Rights. You can also visit the [North Carolina Department of Labor](#) for information.

Wage complaints can be made by phone at 1-800-625-2267. [Find out more.](#)

Workplace Safety and Health Complaints can be made by phone at 1-800-625-2267. [Find out more.](#)

Attorney General's Office

The Attorney General's Office has a consumer complaint line, 919-716-6000, where quality of care concerns can be made. For more information or to submit your concern online, [visit the website](#).

The Better Business Bureau

For more information or to file a complaint, [visit the website](#).

Independent Monitor

The Independent Monitor monitoring HCA's 15 commitments can receive complaints [online](#) or by email at independentmonitor@gibbinsadvisors.com.

INDEPENDENT
MONITOR

— MISSION HEALTH —

www.IndependentMonitorMHS.com