

10th Medical Group Patient Advocate Office

Our Patient Advocate Program is designed to ensure that you are satisfied with your medical care. Through this program, we provide an immediate response to your concerns. If you need assistance to obtain service, or if our treatment does not meet your expectations, or if you have concerns about safety please bring it to our attention. Each area that provides service has a Patient Advocate who is there to assist you. The photograph and name of each Patient Advocate are prominently displayed in each area. If you require assistance or have concerns about patient care and safety which cannot be resolved within the service area, please see or call the 10th Medical Group Customer Relations Office at 333-5283.

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) encourages patients to bring their concerns about patient care and safety to the attention of hospital leaders. However, if this does not lead to resolution, you may contact JCAHO by e-mail, fax, mail or telephone at the following:

E-mail: complaint@jcaho.org

Fax: Office of Quality Monitoring
(630) 792-5636

Mail: Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Telephone: (800) 994-6610