

***At ECM and Shoals Hospital
Your Satisfaction is our Top Priority!***

Patient Satisfaction and the resolution of any quality of care issue or concern is a top priority at ECM and Shoals Hospital. While a patient or visitor in one of our facilities, we hope that you will feel comfortable addressing any concern with the unit's charge nurse. If not, we ask that you request to speak with the unit's Patient Care Manager. If you need further assistance we also have patient representatives at our facilities that will be glad to meet with you and seek a resolution to any complaint or concern.

**ECM Hospital Patient Representative – 256- 768-9140
Shoals Hospital Patient Representative – 256- 386-1577**

If your concern cannot be resolved at this level, you have the right to contact The Joint Commission on Accreditation of Healthcare Organizations (JCAHO). JCAHO is a non-profit organization that reviews more than 15,000 healthcare facilities. You can contact JCAHO at:

**Division of Accreditation Operations
Office of Quality Monitoring
JCAHO
One Renaissance Blvd.
Oakbrook Terrace, IL 60181**

Fax: 630-792-5636

**E-mail – complaint@jcaho.org
or by phone at (800) 994-6610**