

Concerns, Complaints and Questions

We strive to treat all patients with compassion and dignity. Sometimes, despite our finest intentions, concerns may arise. If you have any concerns, we encourage you to first discuss them with your physician or ask to speak with the manager of that area so that we may work with you to immediately address your issue.

If you and your family/representative continue to have concerns, you have the right to the following:

The review of quality of care concerns, insurance coverage decisions and concerns about your discharge from the hospital and to expect a timely response from the hospital related to any complaint or grievance that may be made in person, by phone or in writing. To share your concerns please contact the following Landmark Hospitals Quality and Patient Safety Departments:

Landmark Hospital of Athens

775 Sunset Drive
Athens, GA 30606
(706) 425-1516

Landmark Hospital of Cape Girardeau

3255 Independence Street
Cape Girardeau, MO 63701-4914
(573) 331-8413

Landmark Hospital of Columbia

604 Old 63 N.
Columbia, MO 65201
(573) 499-6613

Landmark Hospital of Joplin

2040 W. 32nd Street
Joplin, MO 64804
(417) 627-1302

Landmark Hospital of Naples

1285 Creekside Blvd. East
Naples, FL 34109
(239) 529-1843

Landmark Hospital of Savannah

800 E. 68th St.
Savannah, GA 31405
(912) 298-1013

You may also contact the hospital accreditation organization:

Center for Improvement in Healthcare Quality:

Telephone: (866) 324-5080, fax (805) 934-8588

Online: complaint@cihq.org

Mail: P.O. Box 3620, McKinney, TX 75070

State Agencies:

**Georgia Department of Community Health
Healthcare Facility Regulation**

Telephone: (404) 657-5500

Mail: 2 Peachtree Street Suite 33-250, Atlanta, GA 30303-3142

Florida: Agency for Healthcare Administration

Telephone: (888) 419-3456

Online: apps.ahca.myflorida.com/hcfc/

Mail: 2727 Mahan Drive, Tallahassee, FL 32308

**Missouri Department of Health and Senior Services
Bureau of Health Services Regulation**

Telephone: (573) 751-6303 Fax: (573) 526-3621

Online: Complaints@health.mo.gov

Mail: P.O. Box 570, Jefferson City, MO 65102-0570

Utah Department of Health

Telephone: (800) 662-4157 Fax: (801) 274-0658

Online: HealthFacilityComplaint@utah.gov

Mail: P.O. Box 144103 Salt Lake City, UT 84114-4103