

Quality/Safety Notice

Riveredge Hospital is committed to providing quality patient in a safe and therapeutic environment. Any individual who has a concern regarding patient care or safety is encouraged to report their concern so that appropriate steps may be taken.

Patients, families and visitors are encouraged to contact the Department Manager or the Patient Advocate by calling the hospital switchboard at (708) 771-7000. During evening and on weekends, please contact the Nursing Supervisor.

All employees, or other individuals that provide care, treatment or services, are encouraged to contact their supervisor or a member of the Leadership Team regarding their concerns.

Any individual may confidentially disclose their concern to a regulatory agency without fear of disciplinary or retaliatory action with any of the following agencies:

Joint Commission on Accreditation of Healthcare Organizations

- At www.jointcommission.org using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website
- By fax to (630)-792-5636
- By mail to:

The Office of Quality and Patient Safety (OQPS),
One Renaissance Boulevard
Oakbrook Terrace, IL 6018

Illinois Department of Public Health Central Complaint

Illinois Department of Public Health
Division of Health Care Facilities and Programs
525 West Jefferson Street
Springfield, IL 62761
(800) 252-4343