



## **Guidance for Consumers - Addressing Patient Safety Concerns**

Healthcare consumers may identify concerns about the safety of the care they receive.

The Missouri Center for Patient Safety as a statewide, private organization does not have any regulatory authority; therefore, cannot take definitive action on consumer concerns about patient safety.

If a patient safety concern arises, it is recommended the following action be taken.

### **Contact the Health Care Organization or Professional**

The initial step to address any patient safety concern should be to discuss the concern with the health care provider or professional involved.

If the concern involves care received at a health care organization, such as a hospital, home health agency, nursing home or ambulatory surgery center, call the organization and ask for the administrative office. This office should be able to address your concern or refer you to the appropriate individual to discuss your concern.

If the concern involves care received from an individual health care professional such as a doctor or nurse practitioner in an office setting, call the office and ask to speak with the office manager.

### **Other Resources to Assist Consumers**

The following organizations can assist consumers in identifying the correct provider or professional to contact and to discuss concerns. These organizations support the work of Missouri's health care providers and professionals and have direct contact with their respective members and constituents.

- For hospitals -  
**Missouri Hospital Association**  
[web.mhanet.com](http://web.mhanet.com)  
573-893-3700
- For physicians -  
**Missouri State Medical Association**  
[www.msma.org](http://www.msma.org)  
573-636-5151



**Missouri Association of Osteopathic Physicians and Surgeons**

[www.maops.org](http://www.maops.org)

573- 634-3415

**County Medical Societies**

<http://msma.org/cgi-bin/cgiwrap/msmaorg/html/001266.3.2949228289944733012>

- For home health agencies -  
**Missouri Alliance for Home Care**  
[www.homecaremissouri.org/](http://www.homecaremissouri.org/)  
573-634-7772
- For nurses -  
**Missouri Association of Nurses**  
[www.missourinurses.org/](http://www.missourinurses.org/)  
573-636-4623
- For Medicare beneficiaries -  
**Primaris**  
Medicare Helpline  
[www.primaris.org/professionals/cr\\_medicare\\_cr.asp](http://www.primaris.org/professionals/cr_medicare_cr.asp)  
1-800-347-1016

**Regulatory Agencies**

Complaints may be filed with the following state agencies that regulate health care providers, professionals and other health care services.

- For hospitals, home health care, long-term care, emergency medical services, child care

**Missouri Department of Health and Senior Services**

[www.dhss.mo.gov/ProtectingThePublic/index.html](http://www.dhss.mo.gov/ProtectingThePublic/index.html)

573-751-6400

- **Missouri Department of Health and Senior Services**  
Elder abuse hotline  
<http://www.dhss.mo.gov/ElderAbuse/>  
800-392-0210



- For health care professionals -  
**Missouri Division of Insurance, Financial Institutions and Professional Registration**  
Licensing boards for each licensed profession  
<http://pr.mo.gov/contact-us.asp>  
573-751-0293

- For insurance companies -
- **Missouri Division of Insurance, Financial Institutions and Professional Registration**  
<http://difp.mo.gov/index.htm>

Consumer insurance hotline  
1-800-726-7390

- For Medicaid and child abuse -  
**Missouri Department of Social Services**  
<http://www.dss.mo.gov/index.htm>  
573-751-4815

Child abuse hotline  
<http://www.dss.mo.gov/cd/rptcan.htm>  
1-800-392-3738

Medicaid fraud  
[www.dss.mo.gov/dms/general/pages/rptfraud.htm](http://www.dss.mo.gov/dms/general/pages/rptfraud.htm)  
1-800-286-3932