

KEPRO
If you are a Medicare beneficiary: If you are a Medicare Beneficiary and have a concern Regarding quality of care, your Medicare coverage Or premature discharge, you may contact KEPRO:
KEPRO
 1-888-305-6759 TTY: 1-855-4776

Hospital	Hospital Contact Info	Accreditation Contact Info	State Health Department Contact Info
Providence Hood River Memorial Hospital	Providence Hood River Memorial Hospital Customer Care Team Phone Number: 503-962-1275/ 855-360-3463	The Joint Commission The public may contact The Joint Commission’s Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Oregon Health Authority, they may do so by mail, email, phone or fax: Oregon Health Authority Health Care Regulation and Quality Improvement P.O. Box 14450 Portland, OR 97293 Phone: 971-673-0540 Fax: 971-673-0556 Email Address: mailbox.hclc@odhsoha.oregon.gov
Providence Medford Medical Center	Providence Medford Medical Center Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		
Providence Milwaukie Hospital	Providence Milwaukie Hospital Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		
Providence Newberg Medical Center	Providence Newberg Medical Center Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		
Providence Portland Medical Center	Providence Portland Medical Center Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		
Providence Seaside Hospital	Providence Seaside Hospital Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		
Providence St. Vincent Medical Center	Providence St. Vincent Medical Center Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		
Providence Willamette Falls Medical Center	Providence Willamette Falls Medical Center Customer Care Team Phone Number: 503-962-1275/ 855-360-3463		