### 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:

1-888-305-6759 TTY: 1-855-4776

### Hospital Contact Info

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Customer Care Team</th>
<th>Phone Number: 503-962-1275/ 855-360-3463</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providence Hood River Memorial Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Medford Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Milwaukie Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Newberg Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Portland Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Seaside Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence St. Vincent Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Willamette Falls Medical Center</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Accreditation Contact Info

<table>
<thead>
<tr>
<th>The Joint Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

### State Health Department Contact Info

- **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

- **KEPRO**
  - 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:
  - **Office of Quality and Patient Safety**
    - P.O. Box 14450
    - Portland, OR 97293
    - Phone: 971-673-0540
    - Fax: 971-673-0556
    - Email Address: mailbox.hclc@odhsoha.oregon.gov

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

- **The Joint Commission**
  - Office of Quality and Patient Safety
  - 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