

Public Notice Regarding Service Excellence

Service excellence is an important component of quality care at the Massachusetts Eye and Ear Infirmary. When a patient or their family members are not satisfied with the service provided at the Massachusetts Eye and Ear Infirmary or have an unresolved concern or complaint about patient care or safety, we encourage all patients to contact a member of hospital management in the individual department. If the matter remains unresolved, all patients and their families are encouraged to contact the Patient Care Representative for further assistance and if the issue remains unresolved the patient or family member may contact an external agency for assistance.

Listed is the contact information for these resources:

Patient Care Representative
Massachusetts Eye and Ear Infirmary
243 Charles Street, 8th Floor
Boston, MA 02114
617-573-3008

Massachusetts Division of Healthcare Quality
99 Chauncy Street
Boston, MA 02111
617-753-8150

The Joint Commission Office of Quality Monitoring*
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
E-mail: complaint@jointcommission.org

*The Joint Commission has a toll-free hotline to provide patients, their families, caregivers, and others with an opportunity to share concerns regarding quality of care issues at accredited health care organizations. The toll free number is (800) 994-6610 and is available 24 hours a day, seven days a week; however, staff members are available to answer calls only on weekdays between 8:30 a.m. and 5 p.m. Central Standard Time.