



# TRINITY HEALTH

## Complaints/Grievances —

It is important for us to know about your concerns so we can improve the quality of your care. Your input helps us evaluate how we can do things differently to improve your care. Any patient, family member, or visitor that has a concern about the care they or the patient has received should feel free to contact us and to know that the expression of a concern will not compromise a patient's current or future care.

Call the Patient Representative at 701-418-8520 or the Clinical Excellence and Patient Safety Department between 8 a.m. and 4:30 p.m. Monday through Friday.

After hours call 701-418-8000 and ask to speak with the Nursing Supervisor (there is a supervisor available 24 hours a day) or

You may also write out your concern. Please include your name, address, telephone number, or e-mail address so we can follow up with you. Send your written communication to:

Patient Representative  
Trinity Health  
PO Box 5020, Minot ND 58702-5020

The following are our Accrediting Agencies:

1. The Joint Commission Office of Quality Monitoring —  
Telephone: 800-994-6610, Fax: 630-792-5636;  
e-mail: [complaint@jointcommision.org](mailto:complaint@jointcommision.org).  
Mail: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace IL 60181
2. North Dakota Department of Health and Human Services  
Health Facilities Unit  
1720 Burlington Dr Suite A  
Bismarck ND 58504-7736  
Email: [hfconcerns@nd.gov](mailto:hfconcerns@nd.gov)
3. QIO Contact Information:  
KEPRO  
5201 West Kennedy Blvd. Suite 900  
Tampa, FL 33609  
Toll Free: 888-317-0891
4. Medicare Beneficiary Ombudsman: <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>



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The following are our Accrediting Agencies:

1. State Health Department —  
Telephone: 701-328-2352 from 8 a.m. to 5 p.m., Monday – Friday;  
Mail: Bruce Pritschet, Division of Health Facilities, ND Department of Health, 600 East Boulevard Avenue, Bismarck, ND 58505
2. QIO Contact Information:  
KEPRO Rock Run Center  
5700 Lombardo Center, Suite 100  
Seven Hills, Ohio 44131  
Toll Free: 888-317-0891 TTY: 855-843-4776.
3. Medicare Beneficiary Ombudsman: <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>