

Tell us

Tell us your concerns

If you have any comments or concerns as a patient of Decatur Memorial Hospital, please tell us before you leave the hospital.

If you think we have not kept our promises or you are concerned about the quality of your care, tell your doctor or a DMH staff member. This way we can work together to resolve the issue.

We will work hard to address your concerns immediately. If we can't, you can contact our Patient Services Coordinator at **ext. 2905 (217-876-2905)**. If you still have concerns, contact our Customer Service Director at **ext. 2007 (217-876-2007)**. Please give us a chance to meet your needs.

If we cannot resolve your concerns to your satisfaction, you have the right to contact the Illinois Department of Public Health (IDPH) at 1-800-252-4343 or Joint Commission on Accreditation for Healthcare Organizations (JCAHO) Office of Quality Monitoring at 1-800-994-6610.

