

Important Public Notice

At Pronger Smith MedicalCare™, patient safety and quality of care are important to us. As part of Pronger Smith MedicalCare™, our mission to deliver safe, quality care begins and ends with meeting the needs and expectations of our patients. We encourage you to contact us about any concerns you may have about patient care and safety within our organization.

We take your concerns seriously. For that reason, Pronger Smith MedicalCare™ leadership team asks that you contact them directly to discuss any issues or questions. Please call Administration, Monday through Friday, 8:00am - 5:00pm, at: 708-388-5500, Blue Island or 708-226-7000. Let the Representative answering your call know that you have a concern about patient care and safety that you need to discuss.

We strive to respond promptly and work to resolve your issue, if you are not finding resolution, please contact the administration directly, contact the CEO at dseaman@prongersmith.com or phone at (708) 388-5500 x1248.

If your concerns cannot be resolved to your satisfaction, we encourage you to contact the Joint Commission at 800.994.6610
or by E-Mail: complaint@jointcommission.org.