1. In the event of an urgent or life-threatening situation, call 911 or go to the nearest emergency department.

2. From 8:30 a.m. to 5 p.m., call 410-720-8200. You can also call 800-402-8200 and reach hghpatientrelations@jhu.edu by fax.

3. If you need to make a complaint about your care, follow these steps:

   - **QIO** (Quality Improvement Organization) addresses complaints related to quality of care:
     Livanta/BFCC-QIO
     6830 W. Oquendo R., Ste 202
     Las Vegas, NV 89118
     (888)396-4646

   - **Maryland Department of Health & Mental Hygiene Office of Health Care Quality, Hospital Complaint Unit** (Maryland Department of Health & Mental Hygiene Office of Health Care Quality, Hospital Complaint Unit)
     7120 Samuel Morse Drive
     Second Floor
     Columbia, Maryland 21046
     877-402-8218

   - **The Joint Commission Office of Quality and Patient Safety** (The Joint Commission Office of Quality and Patient Safety)
     One Renaissance Blvd.
     Oakbrook Terrace, IL 60181
     (630) 775-7070
     (630) 775-7050
     www.jointcommission.org/report_a_complaint.aspx

   - **Office for Civil Rights** (Office for Civil Rights)
     200 Independence Ave., SW
     Room 509F, HHH Building
     Washington, DC 20201
     1-800-368-1019
     1-800-537-7697 (TTY)
     OCRMail@hhs.gov