**Patient Liaison Information**

Mackinac Straits Health System Sterile Compounding Program is accredited by the Accreditation Commission for Healthcare/Pharmacy Compounding Accreditation Board. Concerns about the safety or quality of compounded sterile preparations at Mackinac Straits Health System may be reported by calling (855) 937-2242.

At Mackinac Straits Health System, our entire staff is committed to providing quality patient care while making your stay as comfortable as possible. If you have any questions, concerns or complaints regarding your treatment, or staff caring for you, it is important for you to let us know. Please call our Patient Advocate at (906) 643-0428.

While we request the opportunity to address your concerns directly, you may choose to file a complaint with an outside agency. Below are the names of the agencies and instructions on how to file a concern or complaint.

* **Michigan Department of Community Health**

**Bureau of Health Systems**

**Division of Operations, Complaint Investigation Unit**

[www.michigan.gov/lara](http://www.michigan.gov/lara)

P.O. Box 30664

Lansing, MI 48909

(800) 882-6006

* **Det Norske Veritas (DNV) – GL**

Complaints or concerns regarding safety or quality of care can be reported directly.

[www.dnvglheatlhcare.com](http://www.dnvglheatlhcare.com)

DNVGL Healthcare

400 Techne Center Drive

Milford, OH 45150

(866) 523-6842