

HCR MANORCARE CARE LINE

Want to compliment someone?
Have an unresolved concern?
Have an unanswered question?
Not sure where to turn?
We want to hear from you!

Our Commitment

HCR ManorCare is committed to being helpful, caring and responsive. The Care Line is a service for our patients, their families and our employees. It provides a place to offer a compliment, receive answers to questions or voice a concern.

OUR RESPONSIVENESS

Generally, it is best to first discuss your question, issue or concern with the appropriate supervisor or management team member at this facility. Our office staff can help direct you to the appropriate person.

In the event that you do not receive an answer to your question or concern, or if you desire to communicate on a confidential basis, please call or e-mail the Care Line.

The Care Line is staffed Monday – Friday, 8:00 a.m. to 4:45 p.m. (Eastern Time). If you choose to call after hours or on the weekend, you may leave a message and we will return your call the next business day.

A Care Line representative will ask you specific questions regarding your concern or issue. While the Care Line representative cannot answer your questions, he or she will refer your call to the appropriate HCR ManorCare manager for follow-up and action.

CALL THE CARE LINE AT:

1-800-366-1232

or careline@hcr-manorcare.com