

Patient Complaint Procedure

While we hope every patient's visit goes smoothly, it is important that we are notified of patient concerns so we can take the appropriate steps to address them.

A patient has the right to communicate a verbal or written complaint or concern regarding any aspect of his/her visit (i.e. medical care, service, conditions, billing) and expect a timely response. If you have comments, questions, or concerns, we recommend that you or your representative:

- Discuss them with your immediate caregiver, or
- Speak to the manager of the clinic or service in which you are receiving care, or
- If you believe your questions or concerns have not been adequately addressed, you may request a review by contacting the Patient Assistance office.

Notice Concerning Complaints

Complaints regarding quality of care at a Joint Commission-accredited health care organization may be reported for investigation at the following address:

The Joint Commission, Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Assistance in filing a complaint with The Joint Commission is available by calling toll-free:
1-800-994-6610.

Complaints about physicians, as well as other licensees and registrants of Texas medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address:

Texas Medical Board Attention: Investigations
333 Guadalupe, Tower 3, Suite 610
P.O. Box 2018, MC-263
Austin, TX 78768-2018

Assistance in filing a complaint is available by calling the following telephone number:
1-800-201-9353.

For more information please visit the Texas medical Board website at www.tmb.state.tx.us
If you are with a health maintenance organization and wish to file a complaint, you may do so by contacting the Texas Department of Insurance at 1-800-252-3439.