



## Complaint Process

The staff at Emergency Hospital Systems is dedicated to the delivery of quality healthcare and providing patient satisfaction. If there are any quality of care concerns or safety issues please call the Compliance Hotline at:

1 (800) 525-4932

The patient / surrogate decision maker has the right to notify CIHQ regarding a complaint prior to contacting Emergency Hospital Systems. CIHQ may be contacted as follows:

Online

<https://cihq.org/complaint>

Mail

Center for Improvement in Healthcare Quality  
P.O. Box 3620  
McKinney, TX 75070  
Attn: Chief Executive Officer

Phone

512-661-2813

Fax

805-934-8588