Patient Complaints

The staff and physicians at Emergency Hospital Systems (EHS) are dedicated to the delivery of safe and quality patient healthcare. If there are any quality of care or patient safety issues that you would like to report, there are multiple avenues for you to do so:

- Call the EHS Compliance Hotline at: 1-800-778-8130
- The patient or surrogate decision-maker on behalf of the patient has the right to notify CIHQ, the accrediting organization for EHS. CIHQ may be contacted as follows:

  - Online at: [https://cihq.org/complaint](https://cihq.org/complaint)
  - By Phone: 512-661-2813
  - By Fax: 805-934-8588

- In accordance with Texas Administrative Code 131.62, patients and/or patient guardians may also direct confidential complaints to the:

  Department of State Health Services
  Patient Quality of Care Unit
  Health Facility Compliance
  P. O. Box 149347
  Mail Code 1979
  Austin, Texas 78714-9347
  Phone: 888-973-0022