

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. The patient or surrogate decision-maker is not required to notify EHS prior to filing a complaint. CIHQ may be contacted as follows:



Online at:

<https://cihq.org/complaint>

By Phone: 512-661-2813

By Fax: 805-934-8588

By mail at:

Center for Improvement in
Healthcare Quality

P.O. Box 1540

Mexia, Texas 76667-1540

Attn: Chief Executive Officer

- 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