



Patient Grievances

Your satisfaction is important to us. We will give full consideration to a problem or complaint and make every effort to resolve the issue in an agreeable manner. You will have the opportunity to voice grievances and recommend changes in services and/or policies without discrimination, coercion, reprisal, or unreasonable interruption of service.

If you have a complaint:

- Submit the complaint either verbally or in writing to the Administrator or Business Office Manager. The Administrator or Business Office Manager will contact you or your representative and make every effort to understand and resolve your complaint to your satisfaction.
Administrator
Business Office Manager
4207 James Casey, Suite 203
Austin, Texas 78745
(512) 440-7894
- Please be advised that you may lodge a complaint with the Texas Department of Health, Health Facility Compliance Division
1110 W. 49th Street Austin, Texas 78758. The State's toll free number is 1-888-973-0022. The hours of operation are Monday through Friday 8:00am to 5:00pm except legal holidays and weekends. You may leave a message during non-operational days or hours.
- You may also direct complaints to the Office of the Medicare Beneficiary Ombudsman www.cms.hhs.gov/center/ombudsman.asp
Centers for Medicare & Medicaid Services, 7500 Security Boulevard
Baltimore, MD 21244
Medicare Quality Improvement Organization Texas Hotline
1-800-725-9216
- The Accreditation Association for Ambulatory Health Care (AAAHC) will also investigate complaints about a facility that AAAHC has accredited. You can find a list of accredited facilities and the procedures to file a complaint by clicking on www.aaahc.org. You may also contact AAAHC by telephone at 1-847-853-6060.