

COMPLAINTS

We want to provide you with excellent service, including answering your questions and responding to your concerns.

Please contact us if you have a question or concern about your rights or responsibilities or the care you received while a patient at our facility. You can ask any of our staff to help you contact the Administrative Director at the surgery center. The phone number is 713-796-0500 X121

If your concerns are not resolved to your satisfaction, you may also choose to contact the licensing agency

**Texas Department of Health Licensing and Compliance Division
1100 West 49th Street, Austin, Texas 78756
1-888-973-0022**

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at
1-800-MEDICARE (1-800-633-4227)
or on line at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>.

The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help you need to understand your Medicare options and to apply your Medicare rights and protections.

**Texas Health and Human Services Commission
Office of the Ombudsman, MC H-700
P. O. Box 13247 Austin, Texas 78711-3247
Telephone: 1/877-787-8999 TDD: 1-888-425-6889 (for deaf or hearing impaired)
www.cms.hhs.gov/center/ombudsman.asp**