

Hospital	Hospital Contact Information	Accreditation Contact Information	State Health Department Contact Information
<b>Covenant Children's Hospital</b>	<b>Covenant Children's Hospital</b> Risk Management Email Address: CCHexperience@providence.org Phone Number: 806-725-7396	<b>The Joint Commission</b> The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization.  Report a Patient Safety Concern or File a Complaint   The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): <a href="https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx">https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx</a> Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): <a href="https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx">https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx</a> Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Texas Department of Health, they may do so either by phone, fax, or mail to: <b>Health and Human Services Commission</b> <b>Complaint and Incident Intake</b> Mail Code E-249 P.O. Box 149030 Austin, Texas 78714-9030 Complaint Hotline: 1-800-458-9858, Option 5 Fax: (833) 709-5735 Email: <a href="mailto:hfc.complaints@hhs.texas.gov">hfc.complaints@hhs.texas.gov</a>
<b>Covenant Medical Center</b>	<b>Covenant Medical Center</b> Risk Management Email Address: CMCexperience@providence.org Phone Number: 806-725-7396	<b>The Joint Commission</b> The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization.  Report a Patient Safety Concern or File a Complaint   The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): <a href="https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx">https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx</a> Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): <a href="https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx">https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx</a> Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Texas Department of Health, they may do so either by phone, fax, or mail to: <b>Health and Human Services Commission</b> <b>Complaint and Incident Intake</b> Mail Code E-249 P.O. Box 149030 Austin, Texas 78714-9030 Complaint Hotline: 1-800-458-9858, Option 5 Fax: (833) 709-5735 Email: <a href="mailto:hfc.complaints@hhs.texas.gov">hfc.complaints@hhs.texas.gov</a>

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<b>Covenant Hospital Levelland</b>	<b>Covenant Hospital Levelland</b> Risk Management Email Address: CHLexperience@providence.org Phone Number: 806-568-1303	Contact the state's department of health to file a formal complaint.	If a patient or family member wishes to lodge a formal complaint with the Texas Department of Health, they may do so either by phone, fax, or mail to: <b>Health and Human Services Commission</b> <b>Complaint and Incident Intake</b> Mail Code E-249 P.O. Box 149030 Austin, Texas 78714-9030 Complaint Hotline: 1-800-458-9858, Option 5 Fax: (833) 709-5735 Email: hfc.complaints@hhs.texas.gov
<b>Covenant Hospital Plainview</b>	<b>Covenant Hospital Plainview</b> Risk Management Email Address: CHPLVexperience@providence.org Phone Number: 806-296-4265	<b>The Joint Commission</b> The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization.  Report a Patient Safety Concern or File a Complaint   The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): <a href="https://apps.jointcommission.org/QMSInternet/incidentEntry.aspx">https://apps.jointcommission.org/QMSInternet/incidentEntry.aspx</a> Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): <a href="https://apps.jointcommission.org/QMSInternet/incidentUpdate.aspx">https://apps.jointcommission.org/QMSInternet/incidentUpdate.aspx</a> Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Texas Department of Health, they may do so either by phone, fax, or mail to: <b>Health and Human Services Commission</b> <b>Complaint and Incident Intake</b> Mail Code E-249 P.O. Box 149030 Austin, Texas 78714-9030 Complaint Hotline: 1-800-458-9858, Option 5 Fax: (833) 709-5735 Email: hfc.complaints@hhs.texas.gov

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<b>Covenant Specialty Hospital</b>	<b>Covenant Specialty Hospital</b> Risk Management Email Address: CSHexperience@providence.org Phone Number: 806-725-0000	Contact the state's department of health to file a formal complaint.	If a patient or family member wishes to lodge a formal complaint with the Texas Department of Health, they may do so either by phone, fax, or mail to: <b>Health and Human Services Commission</b> <b>Complaint and Incident Intake</b> Mail Code E-249 P.O. Box 149030 Austin, Texas 78714-9030 Complaint Hotline: 1-800-458-9858, Option 5 Fax: (833) 709-5735 Email: hfc.complaints@hhs.texas.gov
<b>Grace Surgical Hospital</b>	Grace Surgical Hospital Patient Experience Email Address: GSHexperience@providence.org Phone Number: 806-725-4004	<b>The Joint Commission</b> The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization.  Report a Patient Safety Concern or File a Complaint   The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): <a href="https://apps.jointcommission.org/QMSInternet/incidentEntry.aspx">https://apps.jointcommission.org/QMSInternet/incidentEntry.aspx</a> Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): <a href="https://apps.jointcommission.org/QMSInternet/incidentUpdate.aspx">https://apps.jointcommission.org/QMSInternet/incidentUpdate.aspx</a> Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Texas Department of Health, they may do so either by phone, fax, or mail to: <b>Health and Human Services Commission</b> <b>Complaint and Incident Intake</b> Mail Code E-249 P.O. Box 149030 Austin, Texas 78714-9030 Complaint Hotline: 1-800-458-9858, Option 5 Fax: (833) 709-5735 Email: hfc.complaints@hhs.texas.gov