

Next steps for unresolved issues that may remain post-discharge

Texas Medical Board: If your complaint involves a physician or other licensed medical professionals, you can submit your complaint electronically via the [Online Complaint Form](#), or print and mail a PDF version. You can also call the Complaint Hotline at 1-800-201-93531.

Texas Health and Human Services (HHS): For complaints about the care or treatment received from a health service provider, you can call 800-458-9858, file a complaint online, or email the Complaint and Incident Intake department².

<https://www.hhs.texas.gov/services/your-rights/complaint-incident-intake>

Health Facility Compliance Unit: This unit within the Texas Health and Human Services Commission (HHSC) handles complaints about hospitals and medical facilities. They ensure that these facilities provide safe and responsible care. You can contact them at 1-800-458-98583.

Health Plan Complaints: If your issue is related to your health insurance plan, you can file a complaint directly with your health plan by calling their member/customer service number, or through their website⁴.

[My Patient Rights](#) can help guide you in resolving issues so you can get the health care you deserve.