



## Concerns About Your / Your Child's Care

- ❖ Texas Scottish Rite Hospital for Children (TSRHC) is dedicated to providing safe, quality health care to children.
- ❖ If you have a concern about the quality of care you or your child is receiving, patient safety, Hospital staff or facilities at TSRHC, we encourage you to let us know by either:
  - **Contacting your physician or another staff member**
  - **Calling a hospital administrator at 214-559-7602**
  - **Writing to an administrator about your concern at:**

**Attention: Administration  
2222 Welborn Street  
Dallas, Texas 75219**

You may notify us verbally or in writing. The staff at TSRHC will do their best to resolve any concerns brought to our attention or inform you of the status of our resolution as soon as possible. Some situations may affect the time frame for the resolution of your concern. If we cannot resolve your concern immediately, we will attempt to notify you with a written follow-up to your concern. If we are unable to respond to your concern within 7 days, we will notify you of the status of the investigation and when you can expect a written response.

You may also contact:

**Texas Department of State Health Services: 1-888-973-0022  
Health Facility Licensing/Compliance Division  
1301 S. Bowen Road, Suite 300  
Arlington, Texas 76013**

and/or

**Civil Rights Office: (For discrimination Issues)  
Office for Civil Right Voice Phone- 214-767-4056  
US Department of Health & Human Service  
1301 Young Street, Suite 1169  
Dallas, Texas 75202**

and/or

**TJC (The Joint Commission) phone: 1-800-994-6610  
Office of Quality Monitoring  
One Renaissance Blvd  
Oakbrook Terrace, IL 60181**

and/or

**TMF Health Quality Institute: 1-800-725-8315  
Bridgepoint I, Suite 300  
5918 West Courtyard Drive  
Austin, TX 78730-5036**