



Notice to Patients Concerning Complaints

Hospital

Medical Center of Lewisville is committed to providing quality healthcare and your opinion regarding the care you receive is important to us. If you have concerns during your stay, please contact your nurse or ask to speak to the Unit Manager. After hours or on weekends, you may dial the hospital operator and ask them to contact the Nursing Supervisor for you.

If you should have a problem after you leave the hospital, or if you are not satisfied with the resolution of your problem, you may write the Director of Patient Relations or the hospital administrator at the Medical Center of Lewisville, 500 West Main Street, Lewisville, TX 75057, or you may call 972-420-1855 or 972-420-1548. Your concern will then be referred to the appropriate department manager or administrator for resolution.

You may also file complaints with Texas Department of Health, 1301 South Bowen, Suite 200, Arlington, TX 76013 or by calling 817-264-4500.

Lost Items

Medical Center of Lewisville and its staff are not responsible for lost or stolen items. Please send any items of value home with family members.

Physicians

If you have a concern or complaint regarding your physician, we encourage you to contact your physician and explain your concerns. If you are not satisfied with the resolution, you may file complaints about physicians, as well as other licensees and registrants of the Texas State Board of Medical Examiners, including physician assistants, at the following address: Texas State Board of Medical Examiners, Austin, Texas 78714-9134. Assistance in filing a complaint is available by calling the following telephone number: 1-800-201-9395.

The Joint Commission

Any concerns or issues regarding safety or quality of care may be referred to The Joint Commission addressed to: Division of Accreditation Operations, Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 or Faxed to 630-792-5636 E-mailed to complaint@jointcommission.org. We assure you that by expressing a concern or complaint, you will in no way affect the care received or further access to care and services at Medical Center of Lewisville.

