

Hospital	Hospital Contact Information	Accreditation Contact Information	State Health Department Contact Information
Covenant Children's Hospital	Covenant Children's Hospital Patient Experience Email Address: CCHexperience@providence.org Phone Number: 806-725-4583	<p>The Joint Commission 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.</p> <p>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): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181</p>	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: Health Family Compliance Group/MC 1979 Texas Department of State Health Services 1100 W. 49th Street Austin, TX 78756 Fax: (512) 834-6653 Complaint Hotline: 1-888-973-0022
Covenant Medical Center	Covenant Medical Center Patient Experience Email Address: CMCexperience@providence.org Phone Number: 806-725-4583	<p>The Joint Commission 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.</p> <p>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): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181</p>	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: Health Family Compliance Group/MC 1979 Texas Department of State Health Services 1100 W. 49th Street Austin, TX 78756 Fax: (512) 834-6653 Complaint Hotline: 1-888-973-0022

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Covenant Hospital Levelland Levelland	Covenant Hospital Levelland Patient Experience 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: Health Family Compliance Group/MC 1979 Texas Department of State Health Services 1100 W. 49th Street Austin, TX 78756 Fax: (512) 834-6653 Complaint Hotline: 1-888-973-0022
Covenant Hospital Plainview Plainview	Covenant Hospital Plainview Patient Experience Email Address: CHPLVexperience@providence.org Phone Number: 806-296-4265	<p>The Joint Commission 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.</p> <p>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): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181</p>	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: Health Family Compliance Group/MC 1979 Texas Department of State Health Services 1100 W. 49th Street Austin, TX 78756 Fax: (512) 834-6653 Complaint Hotline: 1-888-973-0022

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Covenant Specialty Hospital	Covenant Specialty Hospital Patient Experience 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: Health Family Compliance Group/MC 1979 Texas Department of State Health Services 1100 W. 49th Street Austin, TX 78756 Fax: (512) 834-6653 Complaint Hotline: 1-888-973-0022
Grace Surgical Hospital	Grace Surgical Hospital Patient Experience Email Address: GSHexperience@providence.org Phone Number: 806-725-4004	<p>The Joint Commission 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.</p> <p>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): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181</p>	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: Health Family Compliance Group/MC 1979 Texas Department of State Health Services 1100 W. 49th Street Austin, TX 78756 Fax: (512) 834-6653 Complaint Hotline: 1-888-973-0022