

# Regulatory Contact Information

## Attention Patients and Family Members:

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If you have a complaint or a concern regarding patient safety or quality of care, please contact a Memorial Hermann Rehabilitation Hospital-Katy employee or manager at any time. Your concern may be submitted either verbally or in writing. We will work with you to resolve your complaint or concern within a reasonable time frame. If your complaint or concern is not resolved to your satisfaction, please call the Guest Relations hotline at 281.579.5518.

You may also submit a complaint directly to the Texas Department of State Health Services, Health Licensing and Compliance Division. The complaint may be mailed, faxed or you may call the Complaint Hotline:

### **Health Facility Licensing and Compliance Division**

Texas Department of Health  
1100 West 49th St  
Austin, Texas 78756  
Fax: 512.834.6653  
Complaint Hotline: 888.973.0022

You may also submit a complaint or concern about patient safety and quality of care to one of the following organizations. When calling TMF ask to request a Quality of Care review or ask for the Quality Improvement Organization.

### **TMF Health Quality Institute** (handles complaints or concerns for people with Medicare in Texas.)

Review and Compliance  
Bridgepoint I, Suite 300  
5918 West Courtyard Drive  
Austin, TX 78730-5036  
Beneficiary complaint helpline: 800.725.8315  
Phone: 800-MEDICARE (800.633.4227)

### **Commission on Accreditation of Rehabilitation Facilities (CARF)**

6951 E. Southpoint Rd.  
Tucson, AZ 85756  
Phone: 520.325.1044  
Toll-Free: 888.281.6531 voice/TTY or toll-free voice (866) 510-2273  
Fax: 520.318.1129

### **Office of Quality Monitoring**

The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Fax: 630.792.5636

E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org).  
Phone: 800.994.6610