



Important Contact Information

Grievance Process Information

THE JOINT COMMISSION:

- E-mail: complaint@jointcommission.org
- Telephone: (800) 994-6610
weekdays 8:30 a.m. to 5 p.m., Central Time
- Fax: (630) 792-5636 Office of Quality Monitoring
- U.S. Mail:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

TEXAS DEPARTMENT OF STATE HEALTH SERVICES:

(888) 973-0022 (toll free number)
1100 W. 49th Street
Austin, TX 78756-3199

Baylor Health Care System

PATIENT PRIVACY OR CONFIDENTIALITY COMPLAINTS:

(866) 245-0815 (toll-free number)

BILLING CONCERNS:

If you have concerns about patient privacy or confidentiality, you may call
(214) 820-3151 or (800) 725-0024.

Baylor Health Care System Facility Contact Information

BAYLOR ALL SAINTS MEDICAL CENTER

Administration: (817) 926-1857
Pastoral Care/Chaplain Office: (817) 927-6150
Guest Representative: (817) 922-2777
Public Safety: (817) 922-1911

BAYLOR JACK AND JANE HAMILTON HEART AND VASCULAR HOSPITAL

Administration: (214) 820-0695
Pastoral Care/Chaplain: (214) 820-2542
Guest Representative: (214) 820-0629
Public Safety: (214) 820-4444

BAYLOR INSTITUTE FOR REHABILITATION

Administration: (214) 820-9386
Pastoral Care/Chaplain: (214) 820-2542
Public Safety: (214) 820-4444

BAYLOR MEDICAL CENTER AT CARROLLTON

Administration: (972) 394-2255
Pastoral Care/Chaplain: (972) 492-1010
Guest Relations: (972) 512-7530
Public Safety: (972) 394-2228

BAYLOR MEDICAL CENTER AT GARLAND

Administration: (972) 487-5232
Pastoral Care/Chaplain: (972) 487-5454
Public Safety: (972) 487-5122

BAYLOR MEDICAL CENTER AT IRVING

Administration: (972) 579-8113
Pastoral Care/Chaplain: (972) 579-8178
Public Safety: (972) 579-8772

**BAYLOR MEDICAL CENTER AT SOUTHWEST
FORT WORTH**

Administration: (817) 346-5674
Pastoral Care/Chaplain: (817) 346-4056
Guest Representative: (817) 346-4032
Public Safety: (817) 922-1911

BAYLOR MEDICAL CENTER AT WAXAHACHIE

Administration: (972) 923-7020
Pastoral Care/Chaplain: (972) 923-7343
Public Safety: (972) 923-7000

**BAYLOR REGIONAL MEDICAL CENTER AT
GRAPEVINE**

Administration: (817) 329-2500
Pastoral Care/Chaplain: (817) 329-2520
Public Safety: (817) 424-4587

BAYLOR REGIONAL MEDICAL CENTER AT PLANO

Administration: (469) 814-2100
Pastoral Care/Chaplain: (469) 814-2700
Guest Representative: (469) 814-2028
Public Safety: (469) 814-4444

BAYLOR SPECIALTY HOSPITAL

Administration: (214) 820-9756
Pastoral Care/Chaplain: (214) 820-2542
Guest Representative: (214) 820-9756
Public Safety: (214) 820-4444

BAYLOR UNIVERSITY MEDICAL CENTER AT DALLAS

Nursing Administration: (214) 820-7727
Pastoral Care/Chaplain: (214) 820-2542
Guest Representative: 3-SERV or (214) 818-7378
Public Safety: (214) 820-4444
Dial-a-Prayer Line: (214) 820-2333

OUR CHILDREN'S HOUSE AT BAYLOR IN DALLAS

Administration: (214) 820-9838
Pastoral Care/Chaplain: (214) 820-2542
Guest Representative: (214) 820-9838
Public Safety: (214) 820-4444

THE HEART HOSPITAL BAYLOR PLANO

Administration: (469) 814-3278
Pastoral Care/Chaplain Office: (469) 814-2700
Guest Relations: (469) 814-2028
Public Safety: (469) 814-4444