

Patient Concerns & Complaints



Clear Lake Regional MEDICAL CENTER

Our goal is for every patient to be VERY SATISFIED with the care and services received at at Clear Lake Regional Medical Center. If you should have any concerns about the care you or your family receive, we encourage you to speak with your physician or your nurse. If you feel your issue wasn't resolved, or if you have a patient safety and/or quality care of concern to report to hospital management, please let us know.

- Call any manager, director or administrative staff member during regular business hours at (281)332-2511; after hours, please call the same number and ask for the administrator-on-site.
- Contact our Patient Advocate at (281)338-8986.
- Send a letter regarding your comments and concerns to:

Hospital Administration
500 Medical Center Boulevard
Webster, TX 77598

- Contact The Joint Commission at 1(800)994-6610; for more information about this program, go online to:

www.jointcommission.org/generalpublic

- Contact the Department of State Health Services at 1(888)973-0022, or write a letter to:

Health Facility Licensing and Compliance
Complaints Department of State
Health Services, 1100 West 49th Street
Austin, Texas 78756-3199