

Notice

Contact Discipline Authority or File a Complaint

RPMH is here to serve you, the patient. We will make every effort to promptly address and resolve any patient care concerns that are brought to our attention. If you or your family have a concern, you are encouraged to notify your physician, nurse, nurse manager, or nursing supervisor. If you would like to file a formal patient grievance, please contact the Chief Nursing Officer at (325)219-6165 or Hospital Administrator (325)219-6220.

To contact and file a complaint with hospital licensing authorities or other agencies, their contact information is below.

- Texas Department of State and Health Services:
 - Complaint hotline: 1-800-458-9858, Option 5
 - Email: hfc.complaints@hhs.texas.gov
 - Fax: 833-709-5735
 - Mailing address:
 - Health and Human Services Commission
 - Complaint and Incident Intake
 - Mail Code E-249
 - P.O. Box 149030
 - Austin, Texas 78714-9030
- DNV
 - Toll free 866-496-9647
 - Email: hospitalcomplaint@dnvgl.com
 - Mailing Address:
 - 400 Techne Center Dr. Suite 100
 - Milford, OH 45150
 - Website: www.dnvghealthcare.com
- Texas Attorney General
 - Website: <https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>
 - Mailing Address:
 - PO Box 12548
 - Austin, TX 78711-2548
 - Consumer Protection Hotline: (800) 621-0508
- Texas Medical Board
 - Complaint Hotline 1-800-201-9353
 - Website: <https://www.tmb.state.tx.us/page/place-a-complaint>
 - Mail Complaint Form: P.O. Box 2018 Austin, TX 78768
- Texas Department of Insurance
 - Website: <https://www.tdi.texas.gov/consumer/get-help-with-an-insurance-complaint.html>
 - Phone: 800-252-3439
 - Mailing Address: PO Box 12030 Austin, TX 78711-2030

Access to Medical Records

Rolling Plains Memorial Hospital is proud to offer you the ability to electronically access your health information. Upon your first admission to the hospital, you, or your authorized representative will receive an email inviting you to register for your patient portal. The email will come from donotreply@rpmh.net. Please watch for this email and be careful not to delete it. If you did not provide an email address during your visit, you can call the Portal Help Desk at (325)235-6800 during regular business hours and we will be happy to assist you.

- You can access the Patient Portal at www.thrivepatientportal.com or access the link via our hospital website at www.rpmh.net.

You may also obtain your medical records at our Health Information Management department. They are located in the Administration building. You will complete a records request form and need proof of ID. Your records can be provided to you as a hard copy, or electronic format if requested.