



CLIENT RIGHTS ASSISTANCE

StarCare Specialty Health System Consumer Relations Department

Please contact StarCare's Consumer Relations Department for:

- Client Rights Questions
- Client Rights Complaints
- Report Allegation(s) of Abuse, Neglect or Exploitation

Contact Information:

Jeanie Benitez, Director of Consumer Relations
904 Avenue O / P.O. Box 2828 • Lubbock • Texas • 79408-2828
Office Phone: (806) 766-0332
24-Hour Consumer Relations Access Line: (806) 789-2546



Texas Health and Human Services Commission (HHSC)

If you receive **outpatient Mental Health, Substance Use Disorder or Intellectual Disability Services**, you may call HHSC directly to submit concerns, questions or complaints.

HHSC Consumer Services and Rights Hotline: 1-800-458-9858

HHSC Office of the Ombudsman: 1-800-252-8154

If you wish to submit a formal complaint directly to HHSC about **Sunrise Canyon Hospital**, you may do so by calling the **HHSC Health Facility Compliance Complaint Hotline at 1-888-973-0022**.



If a patient receiving services at Sunrise Canyon Hospital (or family member) wishes to submit a formal complaint to The Joint Commission, please call **1-800-994-6610**.



To Make a Confidential Report of Abuse, Neglect or Exploitation
Call the 24-Hour Department of Family and Protective Services (DFPS) Hotline at **1-800-252-5400**



Statewide Intake Phone 1-800-252-9108
Sign Language Video Phone 1-866-362-2851

Texas State Law requires staff of this agency report any knowledge or suspicion of abuse, neglect, or exploitation of a child to Child Protective Services (CPS) or a law enforcement agency. Suspicions or knowledge of abuse, neglect, or exploitation of an elderly or disabled person must be reported to Adult Protective Services (APS) or a law enforcement agency.