

Responding to Your Needs and Concerns

Presbyterian Healthcare Services is committed to making your care as comfortable and problem-free as possible. Our goal is to provide excellent care in a compassionate and healing environment.

Procedures for Filing Patient Complaints or Grievances

If you would like to share a compliment, complaint, or grievance related to your care, services or safety by telephone, please call the **Presbyterian Customer Service Center toll-free at 1-866-977-3021 or locally at (505) 923-5256**. You may also send an email to info@phs.org.

If you wish to contact us about a compliment, complaint, or grievance in writing, you may send the correspondence to Presbyterian Healthcare Services at:

Presbyterian Healthcare Services
Attention: Enterprise Wide Complaint Management
P.O. Box 26666
Albuquerque, NM 87125-6666

Non-Discrimination

Presbyterian Healthcare Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by **Presbyterian Healthcare Services** directly or through a contractor or any other entity with which **Presbyterian Healthcare Services** arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

In case of questions, please contact:

Provider Name: Presbyterian Healthcare Services
Contact Person/Section 504 Coordinator: Director, Enterprise Wide Complaint Management
Telephone number: (505) 923-5256
TDD or State Relay number: 1(866) 977- 3021

Any patient, family member, legal guardian or employee may report an incident of abuse, neglect or misuse of personal property to any Presbyterian Healthcare Services employee or directly to the New Mexico Health Care Authority Division of Health Improvement. Reports of abuse, neglect or misuse of personal property can be made by utilizing the New Mexico Health Care Authority Division of Health Improvement incident report form or by calling, faxing or e-mailing per below. Complaints or grievances regarding this facility can also be filed with the New Mexico Health Care Authority Division of Health Improvement (HCA DHI).

HCA DCI Hotline: 1-800-752-8649
Fax: 1-888-576-0012
E-Mail: Incident.Management@hca.nm.gov
Online: Online form at <https://www.hca.nm.gov/report-abuse-neglect-exploitation>
Child Protective Services
Phone: 1-800-797-3260
Fax: 1-505-841-6691
Adult Protective Services
Phone: 1-866-654-3219
Fax: 1-855-414-4885

This facility is accredited by the Joint Commission (JC). The Joint Commission accreditation allows the hospitals/facilities to continuously improve the safety and quality of care provided to the public. If you have quality or safety concerns you would like to report to the Joint Commission about this hospital, please contact the Joint Commission at:

Mail: Office of Quality Monitoring
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610
Online: An online form is available for submission: www.jointcommission.org. Use "Report a Patient Safety Event" form.
The Joint Commission does not accept faxed or emailed submissions.

For complaints or grievances related to your Renal Transplant Program, you may contact the End Stage Renal Disease (ESRD) Network #15; a nonprofit organization involved in assuring quality care to individuals with ESRD at:

Mail: Intermountain End-Stage Renal Disease Network
1301 Pennsylvania, Suite 750
Denver, CO 80203
Phone: (303) 831-8818 or toll free 1-800-783-8818 or 1-888-777-0105

If you are concerned about a possible violation of a law or Presbyterian's ethics commitment, you should report your concerns in one of the following ways:

- Ask to speak to a supervisor or a manager
- Contact the Presbyterian Compliance Department: Phone - (505) 923-8544
- Call the toll-free Compliance Hotline: 1-888-435-4361 (anonymous, 24/7, Global Compliance)

Last Updated: 10/2025