

Lewisville Fire Department Emergency Medical Services



Filing a Complaint

If you have a complaint related directly to our services, you may file a complaint with our agency using one of the methods below. We will investigate and respond to your complaint during normal business hours.

Phone: 972-219-3580

Email: fireadmin@cityoflewisville.com

If you believe your privacy rights under HIPAA have been violated, you may file a complaint:

- **Directly with our EMS Agency by contacting:**
Phone: 972-219-3580
Email: fireadmin@cityoflewisville.com
- **Or with the U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR):**
 - Online: <https://www.hhs.gov/hipaa/filing-a-complaint/>
 - Phone: 1-800-368-1019

How to Contact our Regulatory Authority

Lewisville Fire Department EMS is licensed and regulated by the Texas Department of State Health Services (DSHS) – Office of EMS/Trauma Systems Coordination.

For questions, complaints, or to verify our license status, you may contact:

Texas Department of State Health Services (DSHS)

Office of EMS/Trauma Systems Coordination

1100 W. 49th Street

Austin, Texas 78756

Phone: (512) 834-6700

Website: <https://www.dshs.texas.gov/emstraumasystems>