



**TEXAS**  
Health and Human  
Services

**Texas Health and Human Services Commission**

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**Dr. Courtney N. Phillips**  
*Executive Commissioner*

1301 S Bowen Road #200  
Arlington, Tx 76013

October 7, 2019

Re: TX00324821  
Southwestern Womens Surgery Center

Dear

Our Department has completed the investigation of your complaint against Southwestern Womens Surgery Center. Our investigation included making an unannounced visit to the healthcare facility. We interviewed staff, visually inspected the facility, and reviewed medical records and the facility's operating policies. The purpose of the investigation was to determine if the healthcare facility was in compliance with applicable federal and/or state regulations.

Based on the results of our investigation we did not find the healthcare facility to be in violation of the applicable laws and rules over which our department has regulatory authority. This is not to minimize your dissatisfaction but there is no legal action we can take regarding these allegations.

We appreciate you bringing this matter to our attention. It is our mission to safeguard the citizens of Texas by ensuring that healthcare facilities comply with regulations. Complaints from consumers help us in that endeavor.

Sincerely,

A handwritten signature in black ink, appearing to read "SS", written over a white background.

Shannon Sisco  
Texas Health and Human Services  
Health Care Quality Section