

If you have a concern about patient care and safety  
in our practice that has not been addressed  
please contact Dr. Strinden or the office manager, Sarah Strinden at 637-1145.

If the concern cannot be resolved by the management, please feel free to contact the  
Joint Commission Office of Quality Monitoring, by phone 800-994-6610  
or by email [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Complaints about physicians, as well as other licensees and registrants of the Texas State Board of Medical Examiners  
may be reported for investigation at the following address:

Texas State Board of Medical Examiners  
Attention: Investigations  
333 Guadalupe, Tower 3, Suite 610  
PO Box 2018, MC-263  
Austin, TX 78768-2018  
[www.tmb.state.tx.us](http://www.tmb.state.tx.us)  
1-800-201-9353

A copy of our billing policy is available and is given to all new patients.  
If you would like another, please request a copy from the receptionist.

All patients will receive a copy of an estimate of charges and patient responsibility for surgery prior to surgery  
unless you received emergency treatment.

Payment for elective surgery must be paid prior to the service.  
Any refund due to the patient will be made within 30 days of the insurance payment.

Cosmetic surgery will never be billed to an insurance company.