

EMS Complaints and Investigations Report

EMS Providers



Fiscal Year (FY) 2025

Complaints Related to Emergency Medical Services (EMS) Providers

Sources	Count
Anonymous	9
Client/Consumer/Patient	148
Employee	40
Former Employee	2
Inspector General Texas Office	1
Internally Generated	9
Law Enforcement	1
Local Government	2
Media	0
Regulated Entity	4
Self-Report	10
Texas State Agency	14
Total	240



Reason and Basis	Count
Abuse/Neglect	0
Advertising	0
Beyond Scope of License	0
Billing Inappropriateness	0
EMS Administrator Complaint	0
EMS Medical Director Complaint	1
Missing/Broken/Inoperable Equipment	3
Confidentiality	0
Drug Diversion	3
Failure to Display License	0
Failure to Maintain/Release Records	0
False Report Filed/Made/Signed	0
Financial	11
Fraud	0
Improper Record Keeping	0
Inappropriate/Lack of Supervision	0
Inspection Deficiency	0
No Medical Director	0
Non-Compliance with Agency Orders	0
Practice without Medical Direction	0
Required Activity Not Performed	3
Sexual Misconduct	0
Staffing Standards	0
Standard of Care/Service/Product	192
Unlicensed Person/Facility	19
Unprofessional Conduct	8
Total	240



Resolved	Count
Cease and Desist	1
Enforcement with Monitoring	1
Enforcement without Monitoring	4
License Expiration	2
No Action	8
No Jurisdiction	13
No Jurisdiction/Referred	13
No Violation	83
Plan of Correction Accepted	0
Substantiated	1
Unsubstantiated	18
Violation Found - Corrected	0
Voluntary Surrender	0
Warning Letter	22
Withdrawn by Complainant	5
Withdrawn by Dept/Board	11
Total	182

Discipline Taken	Count
No discipline taken	0
Emergency Suspension	3
Revocation	1
Administrative Penalty	1
Total	5



Remained Open	Count
Discipline Proposed Not Finalized	1
Under Investigation	57
Total	58

Resolved from Previous Years	Count
Administrative Penalty	1
Emergency Suspension	0
Emergency Suspension that Ended with Revocation	0
Inconclusive	1
License Expiration	0
No Action	9
No Jurisdiction	2
No Violation	24
Plan of Correction Accepted	0
Probated Suspension	1
Reprimand	2
Substantiated	2
Unfounded	0
Unsubstantiated	4
Violation Found - Corrected	1
Voluntary Surrender	1
Warning Letter	10
Withdrawn by Department	1
Total	59



Remained Open with Total Days Open	
Reason and Basis	Days Open
EMS Drug Diversion	325
Standard of Care/Service/Product	236
Standard of Care/Service/Product	230
Standard of Care/Service/Product	208
Unlicensed Person/Facility	173
EMS Drug Diversion	152
Standard of Care/Service/Product	145
Standard of Care/Service/Product	138
Standard of Care/Service/Product	130
Unlicensed Person/Facility	124
Standard of Care/Service/Product	117
Standard of Care/Service/Product	115
Standard of Care/Service/Product	114
Standard of Care/Service/Product	110
Standard of Care/Service/Product	110
Standard of Care/Service/Product	102
Unlicensed Person/Facility	90
Standard of Care/Service/Product	90
Standard of Care/Service/Product	88
Standard of Care/Service/Product	87
Standard of Care/Service/Product	79
Standard of Care/Service/Product	66
Standard of Care/Service/Product	65
Standard of Care/Service/Product	61
Standard of Care/Service/Product	59
Standard of Care/Service/Product	55
Standard of Care/Service/Product	54
Standard of Care/Service/Product	53
Standard of Care/Service/Product	53
Standard of Care/Service/Product	48
Standard of Care/Service/Product	48
Standard of Care/Service/Product	47
Standard of Care/Service/Product	40
Standard of Care/Service/Product	40
Standard of Care/Service/Product	33



Standard of Care/Service/Product	33
Standard of Care/Service/Product	30
Standard of Care/Service/Product	26
Standard of Care/Service/Product	23
Unprofessional Conduct	23
Standard of Care/Service/Product	23
Unprofessional Conduct	23
Standard of Care/Service/Product	13
Standard of Care/Service/Product	13
Standard of Care/Service/Product	12
Standard of Care/Service/Product	12
Standard of Care/Service/Product	12
Standard of Care/Service/Product	11
Standard of Care/Service/Product	6
Financial	4
Standard of Care/Service/Product	3
Standard of Care/Service/Product	2
Standard of Care/Service/Product	2
Standard of Care/Service/Product	2
Unlicensed Person/Facility	2
Standard of Care/Service/Product	2
Financial	1
Financial	1
Total Count of Open Cases	58

